

# Impact of Service Oriented Management in Private Sector in Coimbatore District

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**Abstract-** *This study has most important implications for all service sector businesses and particularly for Coimbatore, involved in this research. Findings of this study reveal that the importance of “Human Resource Management in Service oriented companies” will continue to grow in order to embrace the business needs and changing nature of environment such as the trend of technological advancements, globalization and outsourcing. Main purpose of this study was to explore the future trends of Human Resource Management in service-oriented companies in order to provide an overview about the future of Human Resource Management particularly in service industry. This study is designed to serve as a guideline for the services oriented firms for their future development by using Human Resource Management strategies. Qualitative research method, particularly, semi-structured interview method was employed in this study in order to deal with the problem of this study. The study consists of the service-oriented company . Data was collected by four respondents which were from Management . The findings of the study helped to explain some of the concept of Human Resource Management in service-oriented firm; trends which compel Human Resource Management to change in future; future of Human Resource Management function in which it will be more like a strategic business partner.*

## I. INTRODUCTION

Human Resource Management is a concept that evolves from personal management to today’s Human Resource Management function which also incorporates the required technology in its working. Therefore, this study is focused upon the “Future trends in the human Resource of service-oriented companies”. Service is defined as a function of knowledge and competence to create value between its supplier and recipient as well as service system is a combination of technologies and people that work out with each other and regulate the system's varying value of knowledge. The Itella Corporation developing their human resource department is the resource channel and target for this research. This study of the Itella Group explores the practical views of their management on the future of Human Resource Management in service-oriented companies. This study helps to enhance the understanding of human resource management

in, as well as, it also increases the knowledge in relation to the general overview of the concept i.e. Human Resource Management in service-oriented companies.

## Significance of study

This study is significant because it creates knowledge about the concept of Human Resource Management in service-oriented firms. This study also gives insight towards the future trends of Human Resource Management in service industry. The results of this research study reveal guideline for the services sector to balance and review its curriculum to meet the future Human Resource Management competences. Moreover, this study will guide management of service-oriented firms that what kind of planning they have to adopt in order to deal with the near future, particularly how they can manage their Human Resource to keep a competitive edge in the changing world.

## Types of Service Oriented Companies

Service oriented companies are the part of an economy’s service industry that offer services (intangible) rather than offering products of tangible nature and includes wholesale and retail trade, communications, banking,, professional services such as medicine, hospitality, computer software development, engineering, non-profit economic activity, government services and consumer services, which include the administration of justice and Défense (Encyclopaedia, 2013). On the other hand, the business services industry includes those companies that provide business related services (such as advertising & marketing, consulting, logistics and shipping, legal services, staffing, human Resource, leasing, outsourcing, security, and facility management) to other companies (University, 2013). According to DemirKan (2008, 1-21), service science is a combination of many disciplines such as computer science, marketing, human re-sources management, cognitive science, operations research, economics, and organizational behaviour etc. Moreover, service science also focusses on interaction of a different part of a system i.e. technology, people and business

## Limitations and Future Researches

Firstly, a generalization of results for the whole service organization is difficult because of the limited scope of this study due to the focus on only one organization (the Itella Group), within a large industry. To avoid this limitation, another study should be conducted by taking into consideration some other service organizations from a different sector of services. Moreover, this study was conducted at one point in time, so its effectiveness could be checked by conducting another study in another time period to see if the results are different. Furthermore, the limitation of this study is also based upon the agreement with the participating company that originally collected data for this study not to be published in its raw format and therefore, can only be transcribed for this particular study. This study was conducted by taking the opinions of the experts and professionals in the service industry also concerned with the Human Resource function, these professionals gave some information regarding the future of Human Resource trends in service-oriented companies. Therefore, the author of this study was practice.

### Implication of Practice

The results of this study have most important implications for all service sector businesses and particularly for itella, involved in this research. First, in the literature of Human Resource Management in the service-oriented companies, from which many newly established companies in the service industry can gain an insight into the importance of Human Resource Management. Second, many organizations of the service industry can gain insight about the future trends and then design their strategies according to these trends, which will benefit these organizations. Third, Human Resource professionals in particular can benefit from the results of this study and develop themselves according to future requirements of their profession. Finally, this study has an implication for the Human Resource Management departments in the service organizations themselves, as this study revealed the importance of Human Resource function in the current and future environment.

### Objectives of the Study

The objectives of the study include following:

- To clarify the concept of Human Resource Management in service oriented companies.
- To Identify major trends which are reshaping Human Resource Managementfunction in service-oriented Companies

- To investigate how the future of Human Resource function in service oriented Companies look like in next 5 years
- To identify the competencies required by Human Resource professionals to cope with the change in Human Resource Management function

## II. REVIEW OF LITERATURE

### NASIR RASHID (2017)

Over the last decade, the use of agile methods has grown dramatically for software development. Agile methods guarantee to accelerate the delivery of remarkable software with increased user satisfaction and reduced cost. However, in recent years, due to the emergence of green software engineering, software developers are compelled to focus more on green and sustainable aspects of software.

### SIFFAT ULLAH(2017)

Over the last decade, the use of agile methods has grown dramatically for software development. Agile methods guarantee to accelerate the delivery of remarkable software with increased user satisfaction and reduced cost. However, in recent years, due to the emergence of green software engineering, software developers are compelled to focus more on green and sustainable aspects of software.

### Dr-Rafiq Ahmad Khan(2018)

The primary objective of this research is to study the state-of-the-art of security in the context of SDLC by following systematic mapping study (SMS). In the second phase, we will identify, through systematic literature review (SLR) and empirical study in the industry, the software security contributions, security challenges and their practices for global software development (GSD) vendors. The ultimate aim is to develop a Software Security Assurance Model (SSAM) to assist GSD vendor organisations in measuring their readiness towards the development of secure software.

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software and the final implementation are commonly hard to narrow. In a previous work, a combination of the COMET (collaborative object modelling and architectural design method) and OCEP (Open Community engagement model) methodologies was successfully applied to the development of a person re-identification system. In this paper, the COMET-OCEP software process is conceptually related to other processes, and its guidelines are detailed.

Additionally, the advantages of the COMET-OCEP process are highlighted through the analysis of a test case.

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Agile methods are extensively adapted by software development organizations due to the competitive benefits it offers. In recent years global software development (GSD) projects practice agile methods as prominent methods to deliver the software in increments with utmost user satisfaction and affordable cost. Beside the use of agile methods, the software industry has also considered the green aspect of software, to be in line with the demands of the organizations and the world technological ecosystem. The green and sustainable feature of software should focus both the energy and resource efficiency key factors. This phenomenon of embedding the green flavour in software has emerged a new research area, green software engineering, that promises the development of eco-friendly software with minimum energy and use of less computing resources, to trim down the adverse effects on both society and environment.

### **III. CONCLUSION**

The major findings of this study clarify the concept of Human Resource in service oriented companies, the major trends which compel Human Resource to change, future trends in Human Resource, as well as the competencies required by Human Resource professionals to deal with future changes in Human Resource. The Human Resource Management function is considered a source of competitive advantage by the management of Itella, as it provides the source of distinction between the services provided by the Itella and other companies. Moreover, the effectiveness of the services-oriented companies (especially Itella) rests heavily on the knowledge, skills, and drive of their human Resource. These findings are consistent with the findings of Demir Kan.

### **REFERENCES**

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