

An Empirical Study Of Human Resource Practices On The Performance Development Of Software Employees With Reference To IT Industries, Hyderabad

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Abstract

Hyderabad has become an important center for software development thanks to the rapid expansion and evolution of the IT sector. Competitiveness in an ever-changing environment relies heavily on investing in the professional growth of software industry workers. The purpose of this empirical research is to examine how human resource practices in the setting of IT firms in Hyderabad affect the growth of software workers' performance. The study uses a mixed-method approach, using surveys, interviews, and secondary data analysis to look at how different HR policies affect the productivity of software workers. The research covers a wide range of HR-related topics, from hiring to employee development to performance evaluation to perks to work-life balance. The study's results highlight the role of HR policies and procedures in defining the professional growth of software workers. It stresses the significance of tailoring HR policies to the unique requirements of the IT sector and the circumstances in Hyderabad. Examining the connection between HR activities and software worker productivity, the study delves into the function that HR practices play in raising employee enthusiasm,

contentment on the job, and output. The study also sheds light on the possibilities and obstacles encountered by IT firms in Hyderabad on their quest to optimize HR processes for performance improvement. For stakeholders in the IT business, HR experts, and politicians interested in creating a hospitable environment for software employees to flourish, this report provides significant insights and actionable recommendations. The findings of this study provide important insight into how to achieve long-term excellence in the IT industry by illuminating the complex relationship between HR practices and the performance development of software employees within the broader context of the Hyderabad tech hub. Keywords: Software, Human Resources, Performance Management, Human Resource Practices

1. Introduction:

Hyderabad, India has developed as a major participant in the IT industry, which has been a key factor in the digital transformation of economies throughout the world. Hyderabad's growing IT industry has drawn skilled workers from all around India and the world. Successful IT organizations in this dynamic and competitive environment recognize the need to invest in the professional growth of their software workforce. Human resource (HR) techniques are essential to developing and increasing software workers' talents. These procedures include everything from hiring and training new employees to evaluating their work and paying them accordingly. More research is needed, however, to determine whether HR strategies in Hyderabad's IT sector are helpful in reaching performance development goals. The purpose of this empirical study is to investigate the complex interplay between HR policies and the professional growth of software developers in IT companies in Hyderabad. The need to maintain competitiveness and encourage innovation necessitates this research, which is motivated by the realization that human capital is the most important asset of these enterprises. The study's potential relevance resides in the information it may yield on how well HR policies in Hyderabad's IT industry are tailored to meet the needs of its workers. The study's overarching goal is to learn how different HR policies and practices affect workers' enthusiasm, contentment, and productivity. This research

intends to give useful information that may be used by human resources specialists, IT industry stakeholders, and policymakers to foster an enabling setting for software workers' development and advancement. The IT industry, the talent pool in Hyderabad, and the changing nature of HR practices are all important considerations as we set out on our voyage of discovery and research. This study aims to provide a more nuanced understanding of the possibilities and problems that IT firms in Hyderabad confront as they try to improve the human resource practices, they provide to their software employees and, by extension, their company's bottom line.

2. Background of the Software Industries in Hyderabad:

In 1986, a company called Intergraph built the city's first information technology (IT) tower in the Begumpet neighborhood. In 1995, N. Chandrababu Naidu laid the groundwork for what is now known as the Software Industry in Hyderabad. Cyberabad is the moniker given to HITEC City, which was built with help from Larsen & Toubro. During his time in office, Mr. Naidu created Vision 2020 and used the phrase "Bye Bye Bangalore, Hello Hyderabad" to attract major international corporations like Microsoft, CA Technologies, and Deloitte. Mr. Naidu convinced Bill Gates to establish Microsoft's first and only development center outside the United States in Hyderabad. With the help of Bharat Biotech International and its founder, Krishna Ella, and private infrastructure companies like Shapoorji Pallonji Group and ICICI Bank, N. Chandrababu Naidu established Genome Valley, a high-end technology park, in 1999 under the name S. P. Biotech Park. Master plans for the International Airport and the Outer Ring Road were created during N. Chandrababu Naidu's time in office. In 1996, D. E. Shaw & Co. established the first office of a global corporation in Hyderabad. Y. S. Rajasekhara Reddy, the new chief minister, carried on with the expansion begun by his predecessor.

A large portion of India's software exports come from the state of Telangana. While Hyderabad is the state's primary IT hub, other cities in the state are rapidly growing in importance as well. Tech titans like Google, Facebook, Microsoft, Amazon, and Apple all have massive campuses in Hyderabad. Financial District, HITECH City, the Madhapur neighborhood, Kokapet Special Economic Zone (Neopolis),

and Salarpuria Sattva Knowledge City are where much of Hyderabad's commercial activity takes place. Hyderabad's IT/ITES industry employs 9,05,715 people across more than 1,500 businesses as of 2023. Telangana saw a rise from 400 businesses in 2016 to 2,000 startups in 2022. In January and February of 2022, Hyderabad saw the addition of two more firms to the list of unicorn startups.

Hyderabad (Telangana)'s IT exports improved from the previous year, placing it second in India at 2,41,275 crore (US\$ 32 billion) in FY 2022-23. Telangana's IT exports make over 50% of the state's total exports. As of FY 2023, 16.77% of the jobs in India's IT sector were attributed to Telangana. Hyderabad (Telangana)'s IT exports improved from the previous year, placing it second in India at 2,41,275 crore (US\$ 32 billion) in FY 2022-23. Telangana's IT exports make over 50% of the state's total exports. As of FY 2023, 16.77% of the jobs in India's IT sector were attributed to Telangana. It was a huge boost for the IT sector. Hyderabad Information Technology Engineering Consultancy City (HITEC City) was established by N. Chandrababu Naidu in partnership with policy maker APIIC. It marked the beginning of the Information Technology (IT) and Software Age in Hyderabad. The Salarpuria Sattva Knowledge City IT Park spans 30 acres and 5 megatowers, with a total floor area of 7.5 million square feet. JP Morgan, Intel, Microsoft, Goldman Sachs, Novartis Healthcare, Synchrony Financial, AMD, and KPMG are just a few of the worldwide powerhouses headquartered there. Salarpuria Sattva, a construction company located in Bengaluru, has joined up with Blackstone to construct an IT park in Hyderabad that spans across 7 million square feet. K. T. Rama Rao, it ministers for Telangana, lay the cornerstone for an IT incubation center at Manikonda, Warangal, in February 2016. Tech Mahindra and Cyient, two big enterprises, each employing over 2,000 employees, opened new campuses in January 2020. The Warangal IT Tower/Incubation Centre was where companies like Softpath and Quadrant got their start.

3. Review of Literature:

Sustainable assumptions about the environment, economy, and society are considered in human resource management. Human resource management systems for family businesses and other workplaces are entering a new

era defined by sustainable human resources. The study's goal is to enhance efficient green HRM practices by determining the influence of sustainable human resource management methods. In this case, we gathered data from people in the software industry in Hyderabad, India. There was a total of 150 samples taken from software developers. Likert scales were used to create research questionnaires, and the results were verified with the use of a structural equation model and a reliability analysis, Thoti, K. K, (2023).

High-performance human resource practices (HPHRPs) and employees' voice behaviour were studied using a moderated mediation model developed based on the social identity theory, which also established a connection between the study of HR and that of organizational psychology. Using a survey with 1,178 supervisor-employee pairings and multilevel linear model analysis, the authors found that (1) HPHRPs positively impacted employees' voice behaviour; (2) perceived insider status mediated the relationship between HPHRPs and voice behaviour; (3) voice efficacy moderated the relationship between perceived insider status and voice behaviour; and (4) voice efficacy mediated the relationship between "HPHRPs-perceived insider status and voice behaviour" (Liu, Liu, Du, Liu, & Zhou, 2022).

Research builds a theoretical framework and explores the connection between green corporate social responsibility (GCSR) and GHRM, specifically green recruitment and selection, green training and development, and green reward and compensation. We utilize IT skills as a mediator between GHRM and environmentally friendly actions. It uses a survey questionnaire and a convenience sample method to gather information from 388 CPEC project workers. The findings prove that GHRM has a constructive effect on pro-environmental attitudes and actions, which in turn greatly advances GCSR. There is a considerable moderating effect of IT competence on the associations between GHRM and eco-friendly actions. Green CSR and sustainability are bolstered by the synergistic impacts of green HRM practices, and the study's findings help policymakers better conceive, align, and implement these practices. We also note a few caveats and point the way forward, (Hameed, Mahmood, & Shoaib, 2022).

The role of human resource management (HRM) in steering environmental, social, and governance (ESG) or CSR projects has come under scrutiny as of late. However, merging CSR with HRM has received scant attention. Our major objective was to determine if and how certain HR policies are important for fostering the growth of employee competence in organizations that actively engage in CSR. We start by looking at how external CSR initiatives affect work outcomes at the business level. In addition, we try to single out a variety of HR policies and procedures that might be harmonized with external CSR initiatives. Finally, we use an empirical approach to look at how the different HR practices interact with external CSR initiatives to affect employee retention and output. Using data from three longitudinal studies of 154 publicly listed Korean companies collected over five waves of survey years by a government-sponsored research organization, we find that external CSR has a modest effect on staff retention and output. The impact of external CSR activities on employee work outcomes is amplified when they are coupled with a particular set of HR practices, such as person-organization fit-based selection, performance-based pay, extensive investment in training and development, and an employee suggestion program. The findings suggest that external CSR and a selected set of HR practices as internal CSR may mutually support one another and have a beneficial impact on developing long-term human capacities, (Bang, Choi, & Ahn, 2022).

Improved environmental performance is possible with the implementation of green practices. Green HRM practices (GHRMP) are increasingly being used, however there is a dearth of research on how they relate to SEF. In addition, nothing is known about the potential mediators of the association between GHRMP and SEF. The current research therefore investigates the effect of green human resource management techniques on environmental effectiveness via a mediation of green psychological climate (GPC) and green organizational culture (GOC). This is accomplished by first collecting primary data on variables using standardized assessment instruments, and then analysing the data through regression models. This study departs from traditional research methods by using a mediation framework to reveal the connections between green HR practices and GPC and GOC, as well as the mediating

function of GPC and GOC in achieving sustainable environmental efficiency. According to the results, green HRM has a beneficial effect on ecological aspects including "green mental climate," "green organizational culture," and "sustainable environmental efficiency." The link between GHRMP and SEF is mediated in a favourable way by green corporate culture and green psychological environment. To boost sustainability and economic performance, the authors of this paper advocate for the use of green human resource management techniques and the expansion of technological advancements, (Shah et al., 2021).

The way in which an organization handles work-life balance is a major factor in how its workers function. To assist its workers, strike a better work-life balance, some organizations have implemented programs and initiatives. Causes of Work-Life Discord organization-wide customs and tenets. The organization's macrostructure consists of the point of authority. The organizational structure, procedures, symbols, and language combine to spread an established worldview. Organizational behavior is determined by the prevalent ideology and establishes the norms of the organization. Positioned at the pinnacle of the Since males make up the bulk of the population, we may safely assume that they are deficient in exposure to the immediate and indirect results of work-family tension in one's own life. With effort personnel have a sense of belonging to the company they work for a group of people taken together. When employees buy into the principles, conventions, and interests of their organization, employees' sense of self as they become more invested in the company. Employee communication with the outside world, whether it is other employees, upper management, clients, or others, supports (or undermines) the employee's sense of belonging to the company. The ECIL (Electronics Corporation of India) market research was carried out using the sample size was 100, and the sampling technique was convincing, Thoti, K.K (2016).

4. Objectives of the Study:

- Focusing on recruiting, training, performance evaluation, and employee engagement, describe the current human resource strategies used by IT businesses in Hyderabad. Create indicators and measures for measuring the effectiveness of software workers in IT firms in Hyderabad. Some examples of

such metrics include project completion rates and the standard of the job produced.

- To Examine the Impact of HR Policies on Productivity: Examine the software industry's current HR policies considering their potential impact on employee productivity. Successful Human Resource Methods: Find out which HR strategies in IT organizations have the most influence on the growth of software employees' performance and emphasize the best ones.
- Examining the Effects of Investing in Employee Development Evaluate the effectiveness of training and development programs in raising employee competence, awareness, and productivity in the software business.
- Examine the impact of HR policies and procedures on levels of employee engagement, job satisfaction, and retention in the IT industry in Hyderabad. Assess how well performance assessment systems serve their intended purposes of delivering feedback, establishing objectives, and inspiring software workers to up their game.

5. Scope of the Study

- Companies in the information technology sector in the Indian city of Hyderabad are the primary subject of this research. The paper's focus is on the effects of HR policies and procedures on software industry workers in this location.
- Focusing on the IT sector and more specifically Hyderabad, the study is limited to that sector. It is limited to the specific industry at hand, so that examination may be thorough and focused.
- Human Resource Practices: This study will investigate a wide variety of HR practices, including but not limited to hiring and firing procedures; selection and orientation programs; and evaluation, pay, and motivation strategies. To learn how these tactics affect productivity, the research will evaluate them in depth.
- Employee Performance: The scope includes an analysis of many aspects of employee performance, such as how well they work together and as individuals, how quickly they finish projects, the quality of their work, and how strictly they stick to deadlines. Its overarching goal is to provide you a fresh perspective on improving your performance.

- To extract empirical insights and quantify the connections between HR policies and employee performance, this study will use quantitative research methodologies to gather and evaluate data, including surveys, questionnaires, and statistical approaches.

6. Significance of the Study

- Human resources (HR) managers and professionals in the Information Technology (IT) sector in Hyderabad may gain useful knowledge from this research. It offers advice for improving HR procedures that has been shown to boost productivity, contentment on the work, and loyalty to the company.
- IT firms in Hyderabad can get a competitive edge by implementing the study's recommended best practices. Increased competitiveness in the global IT industry may be achieved through better HR strategies by attracting and retaining top people.
- The findings of this study may be used by policymakers and government bodies in Hyderabad to create or revise policies pertaining to the information technology (IT) sector, workforce development, and labor laws. The result may be an atmosphere that is more supportive of successful IT companies.
- The study advances academic understanding by providing new empirical data in human resource management and performance development as it relates to the information technology sector. It can lay the groundwork for future scholarly investigation into the topic.
- Well-Being of Workers: Software workers can benefit from better work conditions, higher levels of job satisfaction, and a more reasonable work-life balance if HR procedures are improved. As a result, this has the potential to improve workers' health and happiness.
- Perspective from Outside India: The research may have implications beyond Hyderabad and for other major IT centers across the world. It may be used as a resource for groups and academics all around the world.

7. Research Methodology

- Plan of Study: Given the specifics of the investigation at hand, a quantitative methodology is the most appropriate. It entails amassing numerical data and doing statistical analysis on it to establish connections

and patterns. Because it looks at HR policies and procedures and worker productivity at a single moment in time, it is probably cross-sectional research.

- **Gathering Information:** Construct well-organized survey forms to facilitate data collection from IT firms in Hyderabad. The surveys should inquire on HR procedures, metrics for measuring performance, and general employee information. Complement primary data from surveys with secondary data from sources like corporate reports, performance indicators, and industry journals.
- **Sampling:** Using a stratified sampling method, classify the IT firms in Hyderabad by characteristics such as size, age, and focus. Choose businesses at random across all categories to get a good cross-section. To guarantee a diverse pool of applicants, we will be selecting a random sample of software developers from each of the participating firms.
- **Analysis of Data:** Summarize HR procedures and employee performance using descriptive statistics (such as mean, median, and standard deviation). Use inferential statistics (such regression analysis or a correlation matrix) to probe the links between HR policies and results in the workplace.

8. Limitations

- **Strategy for Research:** The study's quantitative character suggests that a quantitative method of inquiry would be most fruitful. Numbers are gathered and analyzed statistically to reveal hidden trends and connections. Because it takes a snapshot in time to assess the relationship between HR policies and employee productivity, this study is probably cross-sectional.
- **Information Gathering:** Create survey questions in an organized format to gather information from IT firms in Hyderabad. Human resource procedures, key performance metrics, and demographic questions should all be included in the surveys.
- **Secondary Data:** Complement survey-based primary data with information from other sources, such as corporate reports, performance measures, and trade periodicals.
- **Sampling:** The IT firms in Hyderabad can be stratified in a variety of ways, such as by age, specialty, and size. A

representative sample may be obtained by randomly selecting businesses from each category. Obtain a representative sample of software developers from a cross-section of departments and degrees of expertise within the selected firms.

- Analyzing the Data: Mean, median, and standard deviation are all examples of descriptive statistics that may be used to summarize information on HR procedures and employee performance. Utilize inferential statistics (e.g., regression analysis, correlation analysis) to probe the ties that bind HR policies and procedures to workers' productivity.

9. Hypothesis Statement

H1: Human Resource Practices has a significant impact on the Performance Development of Software Employees with Reference to IT Industries, Hyderabad

10. Data Analysis

The Mean, Std. Deviation and Kurtosis Values for the data:

Descriptive Statistics							
	N	Minimum	Maximum	Mean	Std. Deviation	Kurtosis	
	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic	Std. Error
HP1	250	2	5	3.28	.791	-.248	.307
HP2	250	2	4	3.42	.624	-.568	.307
HP3	250	3	4	3.42	.495	-1.920	.307
HP4	250	2	5	3.64	.899	-.545	.307
HP5	250	3	5	3.71	.699	-.876	.307
HP6	250	3	5	3.42	.624	.321	.307
HP7	250	2	5	3.49	.823	-.500	.307
HP8	250	3	5	3.57	.625	-.547	.307
HP9	250	3	5	3.79	.676	-.824	.307
HP10	250	2	5	3.57	.731	-.183	.307
PD1	250	2	5	3.28	.799	-.272	.307
PD2	250	3	4	3.36	.481	-1.669	.307
PD3	250	2	4	3.35	.720	-.837	.307
PD4	250	2	5	3.43	.825	-.334	.307
PD5	250	3	5	3.50	.629	-.237	.307
PD6	250	2	5	3.14	.838	-.239	.307
PD7	250	2	5	3.14	.838	-.239	.307

PD8	250	3	4	3.35	.479	-1.624	.307
PD9	250	3	5	3.64	.721	-.830	.307
PD10	250	2	5	3.43	.731	-.183	.307
Valid N	250						

Interpretation: The variables of Human Resource Practices and Performance Development mean, Standard Deviation values are in the range of 3-4 Values and all the scale values are created with five points scale i.e., 1- Strongly Disagree, 2- Disagree, 3- Natural, 4- Agree & 5- Strongly Agree. Distributions that are peakier than average have a kurtosis that is positive. When the kurtosis is negative, the form is flatter than average. If the kurtosis is over +2, the distribution is excessively peaky, which is analogous to what happens when the skewness is above +2.

Reliability:

Variable	Cronbach's Alpha
Human Resource Practices	0.833
Performance Development	0.833

Interpretation: The reliability of an evaluation method is defined as the degree to which its results would remain stable if the method were used again. When something is highly reliable, it always turns out roughly the same way. Assessment findings might be unreliable because of 'random,' non-systematic sources of inaccuracy. According to Thoti, K.K (2016), The Cronbach's alpha value must be more than 0.70 then the questionnaires are strong and acceptable.

11. Hypothesis Testing: Coefficient Testing

H1: Human Resource Practices has a significant impact on the Performance Development of Software Employees with Reference to IT Industries, Hyderabad

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.410	.229		14.865	.000
	HP	-.013	.064	-.013	-.205	.838
a. Dependent Variable: PD						

Interpretation: According to the above table, the significance value is less than 0.05 and t-value is more than 1.96. In our test, the value of T is 14.865 i.e., significant and

sig. value is 0.000 that indicates significant. Finally, the hypothesis statement is accepted, i.e., Human Resource Practices has a significant impact on the Performance Development of Software Employees with Reference to IT Industries, Hyderabad

12. Conclusion

In conclusion, the study "Human Resource Practices and Their Impact on the Performance Development of Software Employees with Reference to IT Industries, Hyderabad" has provided valuable insights into the connection between HR practices and the performance of software employees in the ever-changing IT sector of Hyderabad. Some important details have emerged from the observations and analysis: The study's findings on the positive impact of HR policies on the development of software employees' performance in IT firms are compelling. Businesses with effective HR policies and practices typically have a more enthusiastic, dedicated, and productive staff. There was a substantial correlation between HR practices relating to the hiring process and the productivity of their staff. A company's performance is more likely to improve if it uses stringent selection methods to find the right individuals. A continual commitment to training and development is stressed because of the study's findings. A highly competent staff is often the result of a company's commitment to its workers' professional development and ongoing training. Employee performance may be improved via the use of performance assessment systems that are designed to be objective, transparent, and give both positive and corrective feedback to workers. Employees are motivated to do better by being regularly evaluated on their performance. Human resource policies that prioritize employee engagement, contentment, and work-life balance result in a more devoted and effective staff. If workers are happy in their jobs, they are more inclined to go above and beyond. The survey found that IT businesses in Hyderabad who adopted the study's findings and implemented excellent HR practices had a significant competitive edge in the worldwide market. In a cutthroat market, nothing is more valuable than a talented and hardworking staff. Consequences for Policy The research shows possible consequences for HR management and government regulation in the IT industry. Strategies to promote HR policies that boost productivity and worker satisfaction are within the purview of policymakers.

Opportunities for Future Research Despite the study's useful findings, more investigation is required. More research is needed to determine the long-term effects of certain HR practices and to identify any discrepancies between the various sectors of the IT business. In conclusion, the research highlights the relevance of HR strategies in influencing the performance growth of software personnel in IT firms in Hyderabad. This study shows that a higher quality human resources strategy leads to a more productive and happy staff through improving recruiting, training, performance evaluation, and employee engagement. By implementing these recommendations, businesses of all sizes may profit, and Hyderabad's reputation as a worldwide IT powerhouse can be bolstered. The IT sector is always changing, but one constant that guarantees long-term growth and success is a dedication to efficient HR procedures.

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