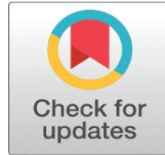


VIRTUAL TEAMS CONTRIBUTION IN THE IT SECTOR OF INDIA

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1. INTRODUCTION

It can be stated that a virtual team is also known as a geographically dispersed team or a remote team. Furthermore, during the pandemic, there is a rise in the remote team as it is a group that communicates via electronic communications. This thesis will revolve around showcasing the virtual teams in the Indian IT sector.

IT firms with the strongest capabilities in collaboration technology for supporting clients remotely are expected to be the winners in the future. In the digital age, the global software development sector (IT sector) in India has been a forerunner in implementing the most innovative ways for remote teamwork using communication along with its information technologies at an alarming rate. Technological advancement and crises both have influenced each other for bringing about changes in the ways people are working (Dakroryand Abdou, 2009).

In the IT companies specifically using the virtual teams allows the workers to participate in a lot of projects within the firm that can be located in various sites. It will in return help the organization by allowing them for reusing existing resources so that they are not required for hiring a new worker for doing the similar job. Virtual teams always required technology for facilitating collaboration. There is wide range of tools that is supplied by the IT firms for aiding communication, project management, file sharing as well as design.

ABSTRACT

India's Information Technology (IT) industry has become a global leader due to a combination of factors such as skilled labour, advanced technology, and a business-friendly environment. The emergence of virtual teams has significantly changed the paradigm of work dynamics in recent years. The benefits of virtual teams for increasing the productivity, creativity, and competitiveness of India's IT industry are examined in this abstract. The use of communication technologies by geographically separated members to collaborate in virtual teams has become essential to the operations of IT companies in India. Through the use of virtual collaboration platforms and tools, these teams are able to work across geographic boundaries, giving businesses access to a wide range of talent regardless of their actual location. The seamless integration of knowledge from different regions has been made possible by the globalization of talent, which has encouraged innovation and creativity within Indian IT firms.

Keywords: Information Technology, Communication, Globalization, Virtual Team.

There are a lot of small IT companies in India who are now adapting virtual team practice for recruiting the best individuals from all across the globe like Xactly Corporation. Additionally, these firms try to minimize their operating costs and maximize the profit margin as much as possible. Furthermore, the workers working in the virtual teams are also at advantages when it comes to working in their own time, own home, along with it reducing the commuting costs. The Indian IT companies like Esko is using parallel teams unlike the networked teams and these members are tasked for addressing an issue or system and then make required recommendations towards its enhancement. When an issue takes place in one branch of a firm whether it is production or IT department then parallel teams can be formed by the individuals of each branch that allows them to bring area of expertise for helping. For instance, if a firm works with sales and marketing then implementing the parallel teams will help them to find solutions to the new issues not only introduces a lot of perspectives to the issue but at the same time will also encourage collaboration between various branches of the firm.

This research paper is organized in the following manner section 1 will be highlighting the research questions followed by the literature review then the next section will provide a distinct discussion. Furthermore, this research paper will conclude the result of the study and suggest the segments for future research work.

2. RESEARCH QUESTIONS

- What is the importance of virtual teams in the IT sector of India?
- What is the effect of the procedures of virtual teams on the performance of the IT sector?

3. RESEARCH METHOD

The research method that is selected for this research paper is the qualitative method.

4. DEFINITIONS OF THE KEY TERMS

Definitions of the key terms are as follows:

Definitions of a virtual team- A virtual team can be regarded as a group of individuals or stakeholders who are working together from various locations as mentioned earlier. The members of the virtual team are mainly located in various geographical locations (Dulebohn and Hoch, 2017). Workers can manage their personal lives and work more flexibly, and they have proper opportunities to interact with each other. One of the major characteristics of virtual teams is the face-to-face feature that uses technology for work.

Leadership- It is related to the fact that when an individual gets another individual for doing something. Leadership is also the influential relationship between followers and leaders who always attempt for making alterations that benefit both of their purposes. In virtual teams, transformational leadership mainly takes place from communication and personality factors and has the ability for enhancing satisfaction, performance, and also motivation (El-Sofany et al., 2014). Some of the research works have showcased the interaction between virtual and leadership that the members of the team are quite satisfied with their leader and team and assume that their leader is capable of decoding the messages when they are physically away from the team.

Trust- As per a few research works it is highlighted that trust attributes to results that have positive effects on making the virtual teams successful. The virtual team's trust is highly influenced by communication behaviour, open communication, responding promptly as well as feedback (Makand Kozlowski, 2019). Virtual groups generally required innovation for working with joint effort. There is extensive variety of instruments that is provided by the IT firms for helping communication, project the board, document sharing as well as plan.

Communication- Communication is one of the major elements in virtual teams and it is used effectively by the virtual teams in an office environment. On the other hand, most of the communications in the virtual environment are task-oriented. For making the virtual team successful multiple communication technologies are used such as emails, messaging, video calls, etc.

Information sharing- This is also one of the main components of making the virtual team successful. The lack of proper information sharing between the team members can cause an IT firm to fail for implementing its successful strategies.

One of the most common factors that are indicated by the researchers affecting knowledge sharing in a virtual team is the lack of trust among the team members (Abarca et al., 2020).

5. LITERATURE REVIEW

It has been observed that virtual teams have been quite beneficial for the Indian IT sector, particularly during this pandemic. Organizational leaders in India before the pandemic started were facing a competitive and dynamic environment that required high levels of flexibility in the global marketplace (Panteli et al., 2018). The structure of the virtual team is built on communication that is impacted by the team member's ability for engaging with the collaborative technology. Advances in technology concerning the Indian IT sector enable the virtual team's members for communicating important information and to be assumed as inclusive. Communication technologies have certain capabilities and characteristics that allow various levels of communication richness (Gheni et al., 2016).

Virtual teams in the Indian IT sector

Leaders are continuously challenged for developing flexible firms in response to cut-throat competitive marketplace. Virtual teams which are mainly connected via advanced telecommunications and computer technologies provide a significant response to the challenges connected with the lean and downsized firms along with the resulting geographical dispersion of the essential workers. Virtual teams in India are also addressing new workforce demographics where the best workers may be located anywhere in the entire world and where employees are demanding increasing personal flexibility and technological innovation (Ford et al., 2017). With the help of virtual teams, the Indian IT sector as depicted by the researchers is building teams with optimum membership while at the same time retaining the benefits of a flat organizational structure. Moreover, the Indian IT companies benefit from virtual teams via accessing the previously unavailable expertise, using systems that enhance the virtual teamwork's quality, and also improving cross-functional interaction. The communication-focused technologies are regarded as the main contributors to building trust in the virtual teams in the Indian IT sector (Walsh, 2019).

The real-time communication protocols improve the video calls via any kind of device consisting of wearable technology also. The Internet of Things (Iota) is making it quite easier in the IT sector and also much more natural for individuals for interacting with objects for staying connected as much as possible. However, the higher video resolution is also continuously improving with regards to quality, price, and also performance which will enhance the type and number of devices for communication in this sector (Gallego et al., 2021).

There are service teams in these IT companies and made up of individuals in various time zones. They are mainly used for 24-hour consumer service support. In the IT organizations of India having workers in various time zones helps as when one group finishes their work the other group in different time zone can pick up where the team left off. Furthermore, with this particular system there is never a break in the communication process and there is always someone in the other line for the consumers (Nordbäckand Espinosa, 2019). For instance, Global Analytics India Pvt. Ltd sells software have the ability of providing the clients with support from outside of their normal business hours, boosting the appreciation of their clients and likelihood of them in terms of recommending their company to others.

Hybrid teams are highly used by the IT companies in India at recent times. The hybrid teams are basically made from a combination of in-person firms as well as virtual workers. The virtual workers are using their own regional location for producing the work for the firm. For instance, not only IT companies but the firm's deals a lot with sales, a hybrid team can be quite beneficial for the business. The sales team in general are made up of individuals who live all over the globe, then can works virtually so they are quite close to the clientele in a particular region. Due to this, virtual workers can provide best consumer service along with it highest sales rates for the firm (Großer and Baumöl, 2017).

Offshore ISD teams that are also known as offshore information systems development (ISD) teams that are mainly formed by two companies, a smaller firm and a parent company. The smaller firm, more or less are found in a location across the globe that is regarded as low-cost, is hired for helping the parent firm complete sections of work. For instance, Talentica Software India Private Limited works with software development, and this virtual team is one of the best ideas for them (Dávidekováand Hvorecký, 2016). Additionally, offshore ISD teams can supply the firms with expert skills while providing a lower cost for creating their products.

Another kind of virtual team that is used by the IT organizations is the product development teams and they are quite same to the networked teams as they are made up of people with expert knowledge on some of the topic who come together for achieving a common goal. Unlike the network teams they tend to use their combined knowledge for serving the clients, product development teams that works on a goal for the firm itself. These team more or less makeup a development team of a company (Battersea et al., 2017). For instance, if a firm is looking into creating and designing and unique products, a product development team that could also help their business for becoming more inventive and innovative.

There are four dimensional models that are used for the virtual teams and this model highlights four aspects of people, purpose, time and link which in return govern the dynamics of the virtual teams. This specific theoretical model when it is put into practice tends to yield significant outcomes. Most of the techniques and tools are also discussed by the researchers for managing the virtual teams (Afflerbach, 2020).

Some of the software that is used in the virtual teams by the IT firms. For instance, Wrike it is nice and simple software that helps the virtual teams if they need a calendar, Gantt chart, event streams or activity reports. It also has a lot of subtasks. Then Indian IT firms are also use Redmine and it is an open source, flexible project management application and it is the application that also supports a lot of community created integrations. It also allows numerous customizations, with the custom fields for time-entries, issues, users and also projects. Redmine is not only used in the IT companies but it is used in public sector to education sectors (Gupta and Pathak, 2018).

Impact of virtual teams on the performance of the IT sector

It is quite evident that virtual teams are initiated via information technologies and telecommunication for accomplishing a particular task whether it comes to developing a product or solving a problem. In recent times, technology has expanded in an exceptional manner where the virtual team's concept can not only be regarded as a reality but a standard practice. Furthermore, as the technology is becoming quite fast-paced mobile phones, advancing from simple laptops and PCs along with other mobile devices, and basic live chat to email and also video conferencing, the procedures of the virtual teams have become an absolute necessity. The IT firms now have the ability to access a huge range of talent as the physical distance disappears (Liao, 2017).

6. DISCUSSION

This paper studied the importance of virtual teams in the Indian IT sector. It has been also observed that virtual teams are quite advantageous during this pandemic for the Indian IT sector (Wei et al., 2018). The different time zones tend to allow consumer service or the round-the-clock production, while language and cultural diversity allow a lot of consumers and marketing range because of the virtual teams. There are some of the major advantages that are enjoyed by the Indian IT companies because of the virtual teams such as enhanced productivity, enhanced worker retention rates, and also the elimination of unnecessary meetings (Adelakun and Iyamu, 2021).

7. DATA COLLECTION

The qualitative research design is mainly concerned with establishing answers to the research questions to the how's and whys and because of this reason, it is regarded as subjective, and findings are gathered from different scholarly sources and in a written format.

8. CONCLUSION AND FURTHER RESEARCH

In the concluding remarks of the study, it can be stated that virtual teams are playing one of the most significant roles in the Indian IT sector. The leaders are becoming more aware and educated in terms of how the circumstances are inevitable and challenges connected with managing on the virtual level and the Indian IT sector is beginning to recognize the fact that firms who can properly embrace the virtual teams are being extremely successful in the world at present. It has been seen that virtual groups have been very gainful for the Indian IT area, especially during this pandemic. Hierarchical forerunners in India before the pandemic began were confronting a cutthroat and dynamic climate that necessary elevated degrees of adaptability to the worldwide commercial center. The design of the virtual group is based on communication that is affected by the members of a team for drawing in with the cooperative innovation. The

advancement in technology concerning the Indian IT area empowers the virtual group's individuals for conveying significant data and to be expected to be as comprehensive.

Further research is required for showcasing the major role of virtual teams in the Indian IT sector as limited research has been conducted on this particular topic. The focus should not only be on the virtual teams but also the virtual processes. More data needs to be collected from various studies and an in-depth study needs to be conducted concerning the power of virtual teams in the future in terms of transforming the IT sector.

CONFLICT OF INTERESTS

None.

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