

## ASSESSING THE EFFECTIVE LEADERSHIP SKILLS AMONG IT PROFESSIONALS IN INDIA

**Dr.R.Perumal**

*Professor, DDE, Management Studies Alagappa University, Karaikudi, Tamil Nadu*

**R.Arul Rajan**

*Research Scholar (MGMT), Alagappa University, Karaikudi, Tamil Nadu, India*

### **Abstract**

*The aim of this article is to assess the effective leadership skills among IT professionals in India. The IT sector professionals are known for their technological, managerial, and administrable skills. It is a highly competitive sector. They have to update their knowledge continuously. In leadership, some important skills play a vital role in taking an organization into a leading position. In this article, the essential leadership skills such as communication skills, self knowledge, and time management skills are discussed and their importance are highlighted. And, the need for them are also mentioned. The pros and cons of these skills are discussed. This assesses the effective leadership skills among the IT professionals in India.*

*Keywords: Leadership, managerial, administrable, technological skills, communication, self knowledge, time management.*

### **Introduction**

The IT sector functions based on the multiple skills set personalities. The selection for the IT jobs is based on the acquired technological, managerial and administral skills. It is necessary to have such skills in order to function in the IT sector effectively. In this article, the essential leadership skills are discussed. The most essential leadership skill is communication skills. In one study reveals that the top pest priority of the IT professionals' job skill is communication skills. A clear communication is ever sought after. To have self knowledge is more important in order to know what is expected of him and what his role is etc. The importance and the need of self knowledge is studied and discussed.

Every IT project has its own deadline. It is mandatory to complete the projects on time. It is crucial to balance both one's personal and professional time. The IT sector is a collection of mind power. It has to be well organized. The IT industry handles many in billion worth of projects every year. So the time management is crucial to finish the projects on time. In this article three important leadership skills which are communication skills, self-knowledge and time management skills are discussed.

### **Problem Statement**

In this ever growing IT sector, it is observed that many in number of projects are dropped and come into project failure due to mismanagement and other reasons. It requires strong leadership skills to finish the projects in order to compete with its competitors to get further projects from high profile clients. The IT companies' projects

worth are more than billion dollars per financial year. The importance of the leadership skills are felt in order to complete the projects successfully on time and to avoid projects failure. In this article, the essential leadership skills are studied and assessed.

### **Objective of Study**

This study aims to assess the essential leadership skills in IT professionals in India. It is to find out the importance of communication skills, self knowledge and time management skills in the their undertaking. This study emphasises the importance of these leadership skills and assess them.

### **Research Methodology**

This article is based on literature review. Qualitative research methodology has been adopted. This study tries to find out the importance of the IT leadership skills and assess them.

#### **(i)Communication Skills**

Among all the skills, communication skill plays a vital role in IT projects. The routine work of a manager, an executive, a team leader, a project manager and other professionals is to communicate with their superiors and subordinates. They have to communicate orally and in letters etc. Various level of information should reach to the different levels of management on time in order to function efficiently. Communication plays an important role in order to function in an organization efficiently. Most of the IT professionals' productive hours is to spend communicating with one another.

The communication skills are categorized under speaking skills, listening skills, reading skills and writing skills. Every professional has to communicate his information with others with respect to his position in an organization based on these above-mentioned communication skills. The sender and the receiver have to have a clear understanding of the information that is required for the function the day to day activities in an organization. By speaking, they must be able to converse their thoughts and ideas effectively. Speech must be clear precise. Right kind of technical, managerial and administrable terminology must be utilised in order to communicate effectively.

An important communication skill is listening skill. The professionals should listen to their superiors and subordinates actively in order to function smoothly. Precious official man hours can be saved when they listen carefully. One has to be attentive whenever a concept or an idea is explained. Through interacting and clarifying, with careful listening, and attention to one another, the message can be understood. By doing so, a wastage of miscommunication can be avoided.

Reports, charts, tables, and emails come under the written communication. This is a powerful mode of communication. It is very effective and efficient, if it is done

appropriately. Designing of software, blue print of a project, project management statement are in the form of written communication. They have a specific format. The project schedule, work break down structure, activities list, change request, contract information are stated in written form. The written skills are more important in documenting all the necessary information of a management. Every finished and unfinished activity is documented for auditing and future reference. It helps in avoiding unnecessary legal actions. In documentation, the terms and conditions are stated clearly in a written format.

In the project management, the written communication plays an important role in every phase of the project from starting to finishing. Graphs, tables, charts and diagram help in analyzing and assessing the progress.

#### **(ii)Self- Knowledge:**

In the competitive IT environment, self knowledge is more important. A professional has to know about his roles and responsibilities. He has to know when and how to respond to his superior and subordinates. Since every assignment is time oriented, he has to know his technical, administrable and managerial status. Here self knowledge takes an important role.

The more he knows about oneself, the more he gives his best to the organizational growth. It is necessary to have awareness about his responsibilities. He has to continuously update his knowledge. Self knowledge is mainly about having self awareness and self consciousness. It helps a professional to know about oneself, his activities, influence level, expected things, consistency and accuracy of work etc.

Self knowledge boasts one's self esteem. The professionals who have high self esteem are the ones who have right attitudes. Having right attitudes leads a professional to realize his strength and weakness. This self knowledge leads him to perform better in his personal and professional life. It increases productivity. It helps him to assess his progress.

Self knowledge makes professionals feel good about themselves and helps taking right decisions. It does not lead him to become autocratic. It helps him to be aware of society, culture and the world. When he is aware of the world around him, he is likely to grow more and more. His personal qualification will obtain recognition. It makes him dynamic and dutiful. Psychologically, one introspects in order to find out his strength and weakness. It helps him to assess his quality and behaviour in accordance with ethical principles.

#### **(iii)Time Management Skills**

Time management is to plan and manage the time on specific activities in order to achieve certain result oriented goals. Time management skill is essential in both personal and professional life. Time is precious and valuable. In IT industry, every project should be

finished within the stipulated time. Failure to meet the deadlines cause a huge loss. So it is mandatory to manage time well. Prioritization is mandatory in order to manage time well. It is important to learn setting priorities on the work which are to be finished. Setting priorities is vital to manage time well.

Managing time well reduces the wastage of productivity hours and investment cost. Having a good time management skill helps to avoid under achievement, misunderstanding, unnecessary stress and tension. Monitoring carefully helps to avoid all sorts of time mismanagement. In an organization, a management has a daily, weekly, monthly, and periodical plans and reviews .They must be met on time. It requires a well disciplined time management skills.

A man is intertwined with his personal and professional responsibilities. He has to manage both his personal and professional responsibilities effectively. In order to avoid stress and unnecessary tension, he has to balance his work and family life. Time is an important factor in all walks of life. One has to increase his ability to manage his time well. Meeting the deadline is crucial in a professional life in discharging his duty. Managing time well makes a man stress free and satisfactory.

#### **(iv) Interpersonal Skills**

Good interpersonal communication skills enable a professional to work actively in groups and teams. It can be either formal or informal. This skill is essential to work efficiently in a team. When we engage in face-to-face communication with one or more persons, we use interpersonal skills.

Active listening, empathy, building rapport, are some of the interpersonal skills. When a professional is able to communicate well with others, it is easier for him to solve problems both in personal and professional life. By means of effective interpersonal skills, many day-to-day problems can be solved. Having good interpersonal communication skills help a professional to progress in his undertakings. Those who have these skills play a dynamic role in family, social and professional life. They inspire others to do noble tasks.

Their approaches are positive and their actions are proactive. A good decision making can be done with the help of a good interpersonal communication skills. In this information overloaded era, to lead a peaceful and progressive life, it is mandatory to have good interpersonal skills. The barriers of building human relationship can be removed by improving interpersonal communication skills. It is mandatory to improve one's interpersonal communication skills to have a balance in personal and professional life.

#### **Recommendation**

The IT professionals should improve their communication skills on every level. They have to continuously update their skills. Since in a project management 70% of time is spent in communicating with one another, it is mandatory to improve a good communication skills in order to increase productivity and avoid project failures.

Self knowledge helps in every phase of life. To improve self knowledge, the self help books may be consulted and personality development courses may be attended. Getting feedback from colleagues, employers, qualified professionals, friends and well wishers will help a lot. Periodical self examination, introspection will serve in a better way.

For an effective time management, it is necessary to set priorities and act upon them. Having realistic goals , avoiding procrastination, maintaining punctuality, balancing personal and professional life will help a professional to lead a harmonic and successful personal and professional life.

### Conclusion

The aim of this article is to assess the effective leadership skills among the IT professionals in India. When they improve their communication skills, self-knowledge, interpersonal communication skills and time management skills they can overcome their time-bound constraints .As they improve these essential leadership skills, they can achieve both individual and organizational goals effectively and efficiently.

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