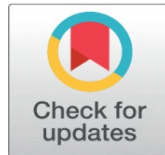


LEGAL OUTCOMES IN IT SECTOR ADJUDICATION A COMPARATIVE STUDY OF PUNE'S CASE SETTLEMENTS

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ABSTRACT

The Indian IT industry has emerged as a key driver of the country's economic market through rapid growth and substantial contributions. Despite its success, the industry grapples with various challenges, including disputes necessitating efficient resolution mechanisms. This paper delves into the historical evolution of the Indian IT sector, its economic significance, and the legal infrastructure governing individual disputes. It further examines the nature of the dispute, encompassing breaches of contract, copyright issues, and employment conflict, while emphasising resolution avenues such as litigation, arbitration, mediation, cost-effectiveness and adaptability. The role of legal frameworks like the Indian Contract Act and Information Technology Act, and copyright resolution mechanisms like conciliation and industry-driven initiatives, alternative dispute resolution mechanisms like conciliation and industry-driven nationally by entities such as NASSCOM and governmental bodies are instrumental in festering amicable resolutions.

Keywords: Adjudication, Labour Laws, IT Sector, Mediation, Arbitration, Pune Labour Court, Contract Disputes, Industrial Relations Code

1. INTRODUCTION

1.1. BACKGROUND OF THE RESEARCH

In recent times, the IT sector of the Indian market is considered as one of the largest serving industries which immensely contributes to the wholesome economy either by generating jobs or revenue. Within the national economy, Pune is usually referred to as the 'Oxford of the East' because of its great educational parks and institutions (Grafeio, 2024). It has also become a central hub for IT enterprises housing numerous organisations and technology units which help in attracting professionals from the whole country who are considerably skilled. However, the IT industry is encountering change and success, it is likewise observing considerable challenges, especially in considerations of labour and contractual conflicts, copyright disagreements and problems of job protection. As the industry matures, these disputes become additionally regular, placing a load on legal adjudication procedures to handle and settle cases efficiently.

The labour courts in Pune and Delhi manage a substantial number of IT issues however most of them are still pending and due (Chatterjee, 2017). Yet, the results and broad efficacy of these legal approaches can not be examined.

This can be because IT sector judgements demand distinctive mechanisms because of the exceptional nature of conflicts which may implicate concerns associated with confidentiality, complicated agreements and global clients.

1.2. PROBLEM STATEMENT

Legal arguments in the sector of IT are complicated and can influence both, particular employees and the bigger framework of corporate. Labour courts and different lawful bodies undergo numerous cases implicating violations of job agreements, intellectual property matters and workplace grudges (Jayaram & Varma, 2020). However, the efficacy of these adjudication systems in determining IT sector conflicts remains broadly underexplored and wide data are absent on outcomes of cases, especially concerning justice and adherence to standards of the industry. This research manages the requirement for an in-depth analysis of how disputes in labour and jobs are determined within the IT sector of Pune, with an emphasis on evaluating the legal procedures.

1.3. RESEARCH AIM AND OBJECTIVES

The research aims “to evaluate the legal outcomes in the IT sector adjudications through a comparative study of Pune’s case settlements”. Based on the research’s aim, the following are the objectives of the research.

- To study all adjudication bodies that come under the labour law of India.
- To study frequent judgements that are made in the Pune labour court of India.
- To conduct a comparative analysis of the different types of judgement made by the labour court of Pune India.

1.4. RESEARCH QUESTIONS

- Q1. What are all adjudication bodies that come under the labour law of India?
- Q2. What are the frequent judgements that are made in the Pune labour court of India?
- Q3. What are the different types of judgments made by the labour court of Pune India?

1.5. RATIONALE OF THE RESEARCH

The rationale for this study lies in the crucial function of the efficacious resolution of disputes in sustaining the development and strength of the Pune IT division. Legal conflicts, if not handled promptly and equitably can result in monetary and reputational harm for businesses and cause sorrow for employees as well (George, 2023). In addition to that, the dynamic IT industry’s nature, with lengthy legal fights can hamper effectiveness and enthusiasm. This research is essential to determine gaps in the existing processes of adjudication and suggest approaches to improve their efficacy. Besides this, the knowledge of adjudication results in a fundamental IT junction such as Pune can assist in the prospective betterment of the legal structure of the nation.

2. LITERATURE REVIEW

2.1. INTRODUCTION

The chapter of the literature review focuses on exploring research that is already existing. Within the same, based on the topic of the research, certain themes have been framed which have been critically evaluated by the use of secondary research. It discusses the adjudication provisions in the IT sector of India followed by the evaluation of roles and responsibilities in the aspect of adjudication. Based on the research done, a gap has also been identified in this chapter. This identified gap sets a basis for future research to be conducted.

2.2. PROVISIONS FOR ADJUDICATION IN THE INDIAN IT SECTOR

In the IT sector of India, the adjudication of disputes has been sculptured by a variety of provisions and frameworks that effectively focus on addressing the distinctive challenges revolving in the industry. One such crucial provision is the ‘Indian Contract Act 1872’. Kumar et al. (2021) within the article elucidated that the Indian Contract Act 1872 plays a

basic yet crucial function in the adjudication of conflicts in the digital sector of India. It presents legal conditions that help in handling agreements that illustrate the association between an employee and an employer, contracts related to service and agreements with clients. Supporting the assertion, Sarma (2024) highlights that Section 73 of the cited Act protects remuneration for violation of contract. This implies that the act is frequently taken under consideration in the IT sector wherein the expectations of service are not fulfilled highlighting the relevance of the same in the sector of IT for conflicts.

Apart from the discussed act, another significant provision is the 'Information Technology Act 2000'. Acharya (2024) enunciates that the IT Act issued in the year 2000 recreates a significant role in the IT industry of India. It particularly assists in delivering provisions for adjudications which connect to cybercrimes and transactions placed digitally and electronically. A contrasting assertion has been found in an article by Prsindia (2021). The article emphasises that the approach of adjudication under the cited act makes sure that companies and people functioning in the sector of IT are kept responsible for their activities. This helps in boosting clarity and safety in transactions conducted electronically. From this, it can be said that the conditions of the discussed IT Act 2000 contribute greatly to the principle of the IT sector of India, guaranteeing a properly framed as well as a legal approach to managing online conflicts and guaranteeing cybersecurity.

2.3. ROLES AND RESPONSIBILITIES IN THE ASPECT OF ADJUDICATION

The facet of adjudication in consideration with frameworks that are legal and regulatory plays an integral function in the settlement of conflicts and law enforcement. The above-discussed 'Information Technology Act 2000' acts as a base for adjudication legally in the IT sector in India. Adjudicating Officers (AOs) hold a very critical role in the process of adjudication. A newspaper article by Navhind Times (2024) highlights that these officers are assigned with researching, adjudicating and levying fines on those discovered culpable of breaches like data violations, hacking and deception. This implies that in situations where violations and data breaches occur, for proper adjudication, these officers can be reached out by companies operating in the Indian IT sector. On the other side, Prsindia (2023) publicises that another critical responsibility in adjudication is the requirement for the protection of data and regulations for privacy. With the advancement of data violations and digital crimes, the commitment to guaranteeing the privacy and safety of transactions taking place digitally lies with both, companies and AOs. From this, it implies that although AOs play a very important role as they impose penalties on those involved in violations of data and so on, the requirement of data protection is still consequential in the Indian IT sector.

Moving ahead, the 'Cyber Appellate Tribunal' (CAT) creates a tremendous impact and plays a crucial role in the aspect of the procedure of adjudication. The tribunal listens to the requests from people or firms disappointed with the decisions of the AOs. Choubey (2023) asserts that the cited tribunal makes sure that there is a proper and systemised route for fairness for people and labourers who feel that their freedoms and rights have been violated. However, the present configuration and structure require to be simplified so that it can effectively provide justice on time in this fast-paced digital environment.

2.4. LITERATURE GAP

The study of the existing literature done above provides a solid base for the provisions of adjudications in the IT sector of India and the roles and responsibilities in the aspect of adjudication. Kumar et al. (2021) enlightened that the Indian Contract Act of 1872 plays a fundamental yet crucial role in the adjudication of conflicts in the Indian digital sector. Following this, Sarma (2024) emphasises that Section 73 of the Act safeguards remuneration for violation of contract. On the other side, while discussing the provision of the Information Technology Act of 2000, Acharya (2024) enunciates that the act plays a significant role in the Indian IT industry. Moving ahead, while discussing the role and responsibilities, essential responsibilities in adjudication such as requirements for the protection of data and regulations for privacy have been affirmed by Prsindia (2023). However, the research has not satisfactorily explored all the adjudication bodies that fall beneath the Indian labour law. Thus, the further conducted research will aim to bridge this gap so that the aim of the study can be accomplished.

2.5. SUMMARY

The chapter satisfactorily discusses the provisions for Adjudication in the Indian IT Sector which includes certain acts such as 'The Indian Contract Act 1872' and 'The Information Technology Act 2000'. Adding to it, the chapter also explores the roles and responsibilities in the aspect of adjudication through reliable secondary sources. While exploring, it has been found that the literature has not been able to satisfactorily discuss all the adjudication bodies that fall beneath the Indian labour law. To bridge this existing gap, further research will be conducted so that it can help in the achievement of the research's aim. Chapter 3: Methodology

3. INTRODUCTION

The chapter on methodology holds great importance in any research study as it highlights the blueprint of the methodological choices suitable for this research study. Within the current chapter, the researcher has identified the research philosophy and approach followed by the method used for data collection and analysis. The chapter also discusses the sampling technique used and the sampling size considered. It also discusses ethical considerations and the limitations of this research.

3.1. RESEARCH PHILOSOPHY

Research philosophy can be understood as a belief about how information about an event should be gathered, interpreted and utilised. Different types of philosophies are there which include interpretivism, positivism, pragmatism and realism. Out of all, the current research employs an interpretivism philosophy for collecting data. Interpretivism concentrates on understanding individuals' personal intentions and experiences within their distinctive social and administrative events (Pervin & Mokhtar, 2022). This makes it highly appropriate for the current research. The selected philosophy permits researchers to explore more of how legal outputs in the sector of IT are perceived and affected by the special requirements of each subject. This philosophy is beneficial here, as it encourages the researcher to get more data about the personal insights of the employees and the employers. Positivism concentrates majorly on analysing purpose and experiences which makes it less appropriate for this study.

3.2. RESEARCH APPROACH

The research approach refers to the method and technique that consists of the phases of wide beliefs to meticulous methods of data grouping, review and interpretation (Bouchrika, 2024). Inductive, deductive and abductive are three basic types of approaches. From the listed ones, the researcher uses an inductive approach for conducting this study. This approach permits a researcher to contextually understand the situation more deeply which makes it ideal for this research study. In addition to that, the inductive approach concentrates on an individual's authentic experiences and ideas. This has helped investigate the distinctive context of legal adjudications in the IT sector of Pune without being limited to predetermined inferences. The deductive approach is ideal for research that concentrates on researching quantitative data making it less appropriate for this study.

3.3. DATA COLLECTION METHOD AND APPROACH

A data collection method and approach is a methodical path to collect details about a topic to acquire insights and responses. Out of the two approaches which are qualitative and quantitative, this research uses a qualitative approach to gather data. Following this, out of primary, secondary and mixed methods, the researcher uses the primary data collection method. The primary qualitative approach presents in-depth insights into the behaviour of humans and thus helps in discovering important movements and patterns (Taherdoost, 2022). This approach has helped the researcher to consider the legal outcomes in the IT sector deeply through comparative study. Along with that, since the researcher is directly involved in primary data collection, it helps the researcher in assembling correct information. However, the secondary methodology has been used for gathering data in the LR section and assisting in the discussion section as well. Newspapers, books, articles and research journals have been the sources for gathering secondary information.

3.4. DATA ANALYSIS METHOD

Under the methodology, the researcher has used the tool of interview for collecting data in this research. In-depth interviews have been conducted to collect data considering legal outcomes in the IT sector and adjudication bodies that come under the Indian labour law. In order to understand the perspective and gather first-hand information considering legal contexts, this tool is appropriate. Open-ended questions permit participants to communicate themselves willingly, which can result in understanding and data that may be difficult to collect from different methods (Hansen & Świdarska, 2024). Further, for analysing data collected through the primary qualitative approach, content analysis has been employed. The method facilitates a methodical examination of textual information like transcripts of interviews, court records or legal topic recaps. Unlike statistical techniques, this method is fitted to qualitative analysis, permitting the researcher to determine themes, practices and intentions within the collected information.

3.5. SAMPLING SIZE AND TECHNIQUE

A sample as the name suggests is a smaller representation of the large whole. For conducting interviews, 16 participants were selected as research samples from categories like employees, employers and advocates from the Pune Labour Court. To select these samples a proper sampling technique has been taken into consideration. Rahman et al. (2022) say that the sampling technique is the procedure of inspecting the population by collecting details and examining that data. It is the foundation of the details where the sampling space is huge. The current research uses a purposeful sampling technique for selecting the samples. Purposive sampling is a technique used in sampling in which the entire population is separated into homogenous clusters known as strata to finish the process of sampling. By unsystematically choosing participants from individual strata, this research grasps a wide scope of viewpoints.

3.6. ETHICAL CONSIDERATIONS

In research, ethical considerations are a set of rules that instruct research techniques and approaches (Mirza et al., 2023). Ethical considerations for this research incorporate confirming informed permission, confidentiality and anonymity of participants. All the selected participants are told about the purpose of the research, their function and their freedom to exit at any step before the collection of data. Also, consent is acquired willingly, guaranteeing participants know how their data will be utilised. To safeguard privacy, all the collected data is managed privately, with private identifiers released to preserve secrecy. The research supports ethical norms in qualitative analysis by considering these measures.

3.7. RESEARCH LIMITATIONS

The research limitations enclose possible bias in the sample and restricted generalisability. The selected sampling technique aims to grab the perspectives of employees, employers and advocates, but they may not characterise all possible views within the IT sector of Pune. Further, the sampling size can also act as a limitation to this research as the legal sector is very vast and the selected samples may not be able to represent the insights meaningfully. The analysis approach, content analysis, while efficacious for thematic investigation, depends on personal interpretation, which may present bias of the researcher.

3.8. SUMMARY

This paper identifies important research methods and techniques in analysing legal findings within the IT industry. This research adopted an interpretive philosophy and an inductive approach to capture detailed information about the experiences of the informants. A qualitative method with primary data collection in the research setting's form of in-depth interviews offers the self-publishing researcher the opportunity to hear directly from 16 participants, seeking employment, in employment, and those who champion employment rights. By using stratified random sampling, the population is well represented while content analysis helps to establish themes adorning the collected data. Practical dilemmas like informed consent and confidentiality are formalised but with sample bias and interpretations as the limitations of the study's external validity. Chapter 4: Findings and Analysis

4. OVERVIEW

This chapter examines the findings obtained from interview questions and themes specifically focused on the IT industry in Pune for labour law adjudication. This chapter covers the functions and responsibilities of different rendering organisations such as labour courts, industrial tribunals and arbitration authorities in settling disputes. The chapter introduces notions as to the most often encountered case types, including wages and hours conducts or disputes, patents, trademarks and copyright infringements, and sexual harassment. It also expounds on the increase of mediation as a preferred method to litigation, because the results flow faster and are cheaper. Furthermore, this chapter includes a comparison, pointing to the discrepancies in legislation implementation, the difficulties of performing small companies, and the necessity to develop less ambiguous rules and enhance the control methods.

4.1. FINDINGS FROM THE INTERVIEW

Participants identified labour controversies and the use of common legal statutes that include the Payment of Wages Act, Minimum Wages Act, POSH and IPC concerning wages, safety as well as harassment. Today there is Conciliation and Arbitration, although it may be long before an individual gets a deserved justice due to high traffic. Case analysis involves defining problems, searching for facts, and applying rules of law; they may take months to over a year. Difficulties that can be faced while dealing with cases include working on employee morale and obtaining job security. Some participants called for clear delineation between retention and free forms and harsher legal retribution to decrease disagreements, many activities from delayed payments and unfulfilled job requirements. Participant 3 went on to say: "The new labour codes are a double-edged sword because while they make compliance easy in some sections, some sections seem to favour employers, meaning that they will create other difficult issues down the line."

The interview findings provide valuable information on employment relation decisions in IT sector adjudication in Pune, including frequent patterns in case resolution. People pointed out that more often than not, the cases were emanating from disputes over intellectual property, contractual breaches, and rights of employees, further overseeing that while exclusively settling those cases, and most were inclined towards mediation rather than pure court litigation. The Factories Act 1948 – The first real problem with it is that if you are an employer immediately there's the problem of increased costs of labour." Some of the respondents argued that mediation has become more popular than litigation because its benefits are faster and less expensive solutions. Further, elements such as firm size and financial resources that were sometimes introduced as crucial for case disposition indicated that large firm performers fared better than small firms. At the same time, some of the respondents also complained about the lack of homogeneity in legal parameters used across similar cases to claim that there is a need for better-defined frameworks in the same process so that society gets fairly treated.

Participants also talked about labour law cases focusing on statutes such as the Factories Act, of 1948, and the Payment of Bonus Act, of 1965. In adjudication and arbitration, he held that they were important in the resolution of disputes while conciliation allowed for customised procedures. The challenges that were listed included establishing credibility, distance advocacy and sustaining the participation of witnesses. Participant 9 observed that it is, "It is possible for new labour codes like the Industrial Relations Code, 2020 to decrease disputes on the basis of fair practices." Participant 12 underlined the necessity to communicate and analyse carefully and thoroughly. As they said, "That is important in labour law in that everybody needs to be given a chance to express himself/herself, which is helpful in arriving at a better solution." As to the procedural issues increasing clarity of regulations to facilitate more effective resolution of the cases was mentioned as crucial. Concisely, these reflections raise an understanding that it is critical to increase transparency and promote equality to decrease conflict at work.

The interview responses have drawn the following conclusions with regard to legal outcomes provided in IT sector adjudications in Pune. It is important to note that participants pointed out that legal actions usually stem from failure to pay on time, non-disclosure of proprietary material, and contract violation. Most cases end up in a settlement outside the Court because organisations opt for this approach given the many risks involved. The choice of ADR tools such as mediation was also preferred more. As Participant 16 felt, there is little supervision for compliance with the signed deals. Some interviewees claimed that the legislation is in need of further development in order to fit the given field of the IT branch. Furthermore, almost all respondents reported that there was a poor definition of what would happen if one party

failed to adhere to the agreed terms in a particular case, thereby resulting in teams of extra-legal processes even after the case had been settled.



Figure 1 Analysis report
Source Self-generated

4.2. ANALYSIS FORM THEMES

4.2.1. ADJUDICATION BODIES UNDER INDIAN LABOUR LAW

Indian labour law consists of several legal tribunals which deal with cases between employers and employees. The first tier of institutions are the Labour Courts, Industrial Tribunals, National Tribunals and the Arbitration and Conciliation Authorities (GOV.IN, 2019). This is attested to by participants' observation that the Labor Courts in Pune often deal with claims of wage, working conditions and harassment using the Payment of Wages Act, Minimum Wages Act, POSH Act and other statutes. Mediation and arbitration practices are gaining popularity at present due to the faster way and efficiency that is provided as compared to the conventional court trial (Manupatra, 2024). Participant 3 stated, "The new labour codes are good and bad at the same time because while they make compliance easy in some parts some of them seem to favour the employers, meaning that they will come up with other hardy issues later." These bodies have a significant responsibility of controlling conflicts through the provision of ADR such as mediation and conciliation.

4.2.2. FREQUENT JUDGEMENTS IN PUNE LABOR COURT

The workmen's courts of Pune handle many cases on their rolls including any disputes over intellectual property rights, wages, contract violations, and sexual harassment among others. The cases obtained from the interviews also identified that delayed payments, job security problems and non-disclosure of proprietary material are some of the main causes of conflict. A considerable number of cases are settled by way of compromise instead of trial because it is quicker and cheaper (Indian Law Institute, 2024). Participant 16 maintains that "there was always a problem with the compliance on how the agreements are put into practice," and what happens after the basic settlement has been reached. The Pune labour court deals in matters connected to the Factories Act 1948, Payment of Bonus Act 1965 and other Lok Adalats (Gupta, 2020). These issues take long sometimes stretching to months before being addressed and this negatively affects employee morale and performance. Also, the failure to apply labour laws in a consequent manner, especially in similar cases may at times generate feelings of unfairness.

4.2.3. COMPARATIVE ANALYSIS OF JUDGEMENTS

When looking at the kinds of judgments passed by the Pune labour court, the court encourages out-of-court settlements due to high cost and time consumption in the courts. Respondents pointed out that arbitration and conciliation proceedings are all turning out to be acceptable means of following through on cases. However, one issue

that emerges is that there is no standard legal framework used by courts across similar cases (Deakin, Marshall & Pinto, 2020). Such inconsistency was seen to cause differences in the rulings of the cases. A few participants noted that the large size of some firms gives them a better position to manage cases because of money. On the other hand, Small businesses experience difficulty in addressing their legal issues because of legal constraints which denies them the ability to resolve issues appropriately. The Industrial Relations Code, 2020 was presented as a means of lowering disputes arising out of fair practices, but questions over its use emerged again, primarily where it seems to offer preference to employers over employees (Thengadi, 2024). They believed that for the enhancement of the efficiency of the measures of dispute resolution and fairness, there should be elucidated regulations.

4.3. SUMMARY

There is a moderately negative sentiment about the legal acts under which most cases are filed, possibly indicating dissatisfaction with the current legal framework or the commonality of certain types of cases that are seen as problematic. Respondents have a moderately negative view of the types of labour dispute cases they have handled. Suggesting challenges or dissatisfaction with the nature or frequency of these disputes. There is a moderately positive sentiment towards the effectiveness of India's adjudication legal bodies (conciliation, arbitration, adjudications) indicating some level of satisfaction with their mechanisms. Respondents are moderately positive about their approach to analysing cases and identifying problems, suggesting confidence in their methodology and the factors they consider important. There is a moderately positive sentiment regarding the standard time required to settle a case, indicating that the respondents find the timeframes generally acceptable or manageable. Respondents face moderately negative challenges while handling and processing cases, highlighting potential difficulties or areas for improvement in the case-handling process. There is a moderately positive sentiment regarding the final judgments passed by judges in the Pune labour court, suggesting a level of trust or approval of these judicial outcomes. Respondents have a moderately negative view of the current rules and regulations for reducing employee disputes, indicating a need for revision or redesign by Indian legislative bodies. There is a moderately negative sentiment about common concerns between employees and employers that lead to disputes, suggesting persistent issues that require attention. Respondents have a moderately positive view of the new Indian labour codes, indicating optimising or approval of the recent legislative changes.

5. CONCLUSION

To sum up, it can be stated that much as the Pune labour court provides efficient solutions to many labour-related issues, it has ongoing challenges such as; delays, deviation from the legal framework in setting the legal parameters and poor and unclear enforcement measures. It is with these findings that the authors identify the need for more reform within the spheres of the labour dispute adjudication system where improvements are still needed in terms of the legal regulation of working relations, improvement of legislation, and enforcement of the judgments.

Positive aspects are the effectiveness of adjudication bodies, case analysis methodology, standard settlement times, final judgments in the Pune labour court, and new labour codes. Negative aspects include the legal framework for common cases, types of labour dispute cases handled, challenges in case processing, rules and regulations for reducing disputes and common concerns leading to disputes. These conclusions suggest that while there are areas of satisfaction and confidence within the legal adjudication framework and recent legislative changes, there are also significant areas of dissatisfaction that need to be addressed to improve the overall effectiveness and perception of the legal processes in the IT sector. These conclusions suggest that while there are areas of satisfaction and confidence within the legal adjudication framework and recent legislative changes, there are also significant areas of dissatisfaction that need to be addressed to improve the overall effectiveness and perception of the legal processes in the IT sector.

In conclusion, the mechanism for the IT industry's adjudication in India depends upon the legislature which is aimed at solving the unique issues of the developing industry. Section and key provisions like the Indian Contracts Act 1872 and the Information Technology Act 2000 also have roles to play in the settlement of contracts, Cybercrime or digital transaction-related issues. A growing trend towards mediation and arbitration can be seen bearing in mind that these are commercial methods of resolving disputes that are faster and cheaper than trial. Such a change is in congruence with the general lean movement aimed at decreasing the number of case lead times and improving the legal working process.

India has different categories of Labour courts, Industrial Tribunals, and National tribunals where an employee can approach Justice in case of unfair wages and working conditions or in case of sexual harassment. Based on interview

responses, the Pune Labour Court deals with cases that include delayed payments, non-disclosure of proprietary material, and insecurity of jobs among others. While Personnel are increasingly resorting to mediation and arbitration techniques because of the time and cost-saving aspect, this is one major issue where there is a lack of well-defined legal provisions, which causes variability across judgements and can result in the perception of bias against members.

Similarly, there is evidence that the size and financial capacity of firms affect the decisions made at the time of the adjudication and larger firms are usually in better position with reference to the legal litigations. Despite an intention to depict efficiencies to address Industrial Relations issues, particularly in the resolution of disputes the Industrial Relations Code 2020 has drawn controversy because of perceived bias to employers. For better circumstances for both employers and employees, there is a necessity for more transparent rules and stronger ways of implementation that will be favourable for employees in small companies. In general, the research evidence indicates that more improvements are still needed to undertake and establish standard organisational practices to improve the consistency and fairness of sharing the legal process in the IT sector.

6. FUTURE DIRECTIONS

Possible future research areas include continuing research on adjudication in the Indian IT sector with an emphasis on existing structures to better address the issues of the sector, given the continuously changing dynamics of work in the digital environment. Studies, which examine the relationship between the Industrial Relations Code 2020 and the exercise of rights of the employer and the employees would also be useful. Moreover, research could be carried out on the effectiveness of applying standard legal provisions to best-suited cases to increase fairness when delivering justice.

CONFLICT OF INTERESTS

None.

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