

EFFECT OF IT ON THE BUSINESS DURING PANDEMIC

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Abstract: The primary aim of the study is to highlight significant effects of IT on businesses during the pandemic. The most significant impact of IT on businesses during pandemic is that it helped them operate their business activities remotely via the internet. The study highlights the negative as well as the positive impacts of IT on businesses during the pandemic. The study used the literature to highlight the work of previous scholars about the topic. The literature highlights the positive and the negative impacts of IT on businesses during the pandemic along with different approaches adopted by businesses around the world to mitigate the negative impacts of IT in the situation in detail. Moreover, the research uses a mixed approach including qualitative and quantitative research design. The study uses the exploratory research design. The primary reason for using the exploratory research design is that the nature of the current study is exploratory or elaborative. Likewise, the study uses interpretivism study philosophy. The major theme of the interpretivism research philosophy is that it helps studies to use a naturalistic for data collection. Moreover, the study uses semi-structured interviews for collecting primary data. The research uses a mixed approach for collection data including literature and questionnaire for collecting secondary and primary data respectively. The result of the study suggests that IT has more advantages or positive impacts on businesses during the pandemic as compared to its harms. The organizations need to improve their IT infrastructure for improving the use of various IT applications in the future. Furthermore, the study suggests that the businesses around the world need to train their staff members so that they can use IT applications perfectly. Poor data accuracy and lack of data reliability are the major limitations of the study. The future researchers need to improve their research about the methods to improve the IT applications for dealing with the future pandemic situation effectively.

Keywords: COVID-19, Pandemic, IT applications.

1. INTRODUCTION

COVID-19 is the most recent pandemic that shattered the international economy and it ruined businesses around the globe. More than half of the world experienced a lock-down situation. In the same manner, some areas of the world experienced a curfew situation as well. The governments around the world took strict actions to prevent their people from COVID-19 virus and they implemented various SOPs in this context. Social distancing and staying at home or work from home were the major SOPs in this regard. Social distancing forced businesses to halt their physical activities and they had to shift these activities online. Information Technology played an important role in this context and it allowed companies around the world to shift their business activities online (Christa, 2021).

The primary aim of the study is to highlight significant effects of IT on businesses during the pandemic. The report would highlight the positive as well as the negative impacts of IT on businesses in detail to have an in-depth understanding of significant impacts of IT on businesses during the pandemic.

The study would target the positive and negative impacts of IT in details. Likewise, the study would include a recommendations section that would help companies in dealing with IT-related issues or challenges in their future. The

study would provide valuable recommendations for governments as well so that they can improve their information technology infrastructure to deal with such pandemics in the future.

1.1: Research Model:

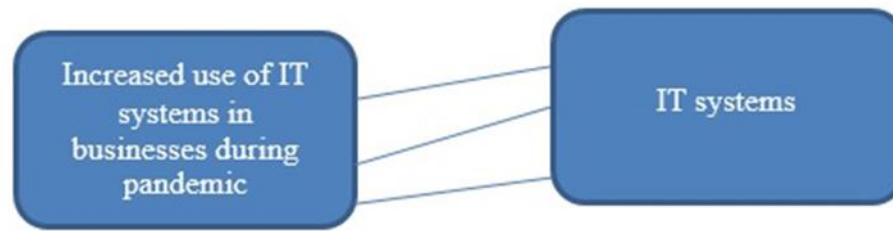


Fig. 1: Research Model

1.2: Research Questions:

- What are the effects of IT on businesses during pandemic?
- What is the impact of IT systems of businesses in lockdown situation during pandemic?
- What are the positive impacts of IT on businesses during pandemic?
- What are the negative impacts of IT on businesses during pandemic?
- Why is a strong IT infrastructure important for businesses for dealing with pandemics?

1.3: Research Hypothesis:

- H_{1a} = Lockdown situation and an increase in the use of IT systems have a strong relationship with each other.
- H₀ = Lockdown situation and an increase in the use of IT systems have no relationship with each other.
- H_{1b} = There is a solid relationship with employee skills and an increased use of IT systems in companies
- H₀ = There is no relationship with employee skills and an increased use of IT systems in companies
- H_{1c} = There is a robust relationship between an ease of availability and access of the internet and the use of IT systems in businesses
- H₀ = There is no relationship between an ease of availability and access of the internet and the use of IT systems in businesses

2. LITERATURE REVIEW

1. Impacts of IT on businesses during the COVID-19 Pandemic

The IT systems have positive as well negative impacts on businesses during the pandemic. The study would throw light on both sides of the information technology systems in this context.

2. Positive Impacts of IT on Businesses during the pandemic

2.1. The most significant impact of IT on businesses during pandemic is that it helped them operate their business activities remotely via the internet. E-commerce stores or business platforms are cheaper than the physical stores or business platforms (Olimov, 2020). Therefore, the major advantage of IT in this context is that it helped businesses operate their task functions at lower costs. Most of the businesses experienced a decline in their sales and profit. It is the major reason that they could not afford high priced operating systems and IT did it for them by providing lower priced e-commerce platforms.

2.2. Another important advantage of IT for businesses during the pandemic was safety of their staff members and customers. Social distancing is important to avoid transmission of COVID-19 virus. Therefore, online platforms helped businesses around the world to ensure safety and security of their workers and customers collectively. IT systems helped customers doing shopping from their homes and they did not need to travel to the physical stores.

2.3. Another positive impact of IT on businesses during the pandemic was allowing companies to target a large audience. IT is helping the world in becoming a global village where companies from all parts of the world can do business and customers from all parts of the world can shop from the places of their choice. Operating online during the pandemic helped many businesses around the world in targeting international customers. For instance, people from all over the world bought toys and electronics from China. Likewise, people around the globe purchased quality books from England to spend their time and to improve their knowledge during their free time sitting in their homes in the COVID-19 pandemic

2.4. Sales boost is another positive impact of IT system on businesses during the pandemic. The United States Chamber of Commerce and Metlife states that more than 50% small and medium businesses closed during the pandemic and they lacked their presence on digital platforms. It is the major reason that most of the businesses do not have resources to reopen and restart their business activities after the pandemic. On the other hand, the companies that had strong IT systems and robust online presence during the pandemic took an advantage of this situation when more than 50% of their competition was not present in the market (Walmsley, 2020). The situation was an excellent opportunity for such companies to improve their sales and revenue and the sales of some business experienced an increment of 400% as well.

3. Challenges of IT on businesses during the covid-19 pandemic

3.1. One of the most significant challenges in this context is data breaches and ethical hacking. No doubt, online business activities have added numerous advantages to business during the pandemic but such activities increased hacking opportunities for attackers as well. Data breaching is a common issue in this context and many such incidents occurred around the world (Christa, 2021). The major reason behind such incidents was poor IT infrastructure in most of the companies around the world. Local or national companies faced such challenges more than the multinational companies did because they had sub-standard IT infrastructure. Another reason behind the fact was that the world did not experience such a pandemic after industrialization and it was the major reason that most of the nations and most of the companies were not prepared for this situation. Therefore, they did not invest more in improving their IT infrastructure and they had to pay the price in the form of hacking and data breaches.

3.2. The most significant thing in this context is that governments were not ready for this sort of pandemic and it is the major reason that even the highly developed nations like the United States could not manage such challenges. More than 50% of SMEs were not able to conduct their business activities online during the pandemic and they were completely closed or out of function in this situation.

3.3. Lack of employee skills was another major challenge in this regard and most of the companies around the world faced this challenge while doing their business online during the pandemic. Employees of most of the local or small companies had no experience of doing online activities or using cloud platforms and it was the major reason that such businesses could not take significant advantages by using these platforms. The situation makes it evident to the owners of these companies around the world that they need to train their staff members and improve their skills and abilities in this context so that they can use various cloud-based platforms in such situations in the future. It was the case for some multinational companies as well (Olimov, 2020). Their staff members experienced such issues as well because every individual was not trained to use these platforms. Therefore, the pandemic suggests the management of these companies to invest in employee training for improving their skills and abilities so that they can use such platforms in the best manner in their future.

3.4. Another negative impact of IT on businesses during the pandemic was reduction in the interpersonal communication. The pandemic forced companies to conduct their business activities online and their staff members had to operate remotely in this context. It means that they had to use various collaboration tools along with virtual meeting tools for conducting their communication. The most significant issue of this form of communication is that it cannot convey gesture or body language and a person cannot explain his point of view as he can in interpersonal communication (Seetharaman, 2020). Therefore, it is good to say that the use of IT systems reduced interpersonal communication among staff members and they faced various communication issues such as lack of understanding of various matters and poor perception. Therefore, such issues reduced efficiency of businesses around the globe in terms of their communication.

3.5. Fraud is another challenge that businesses faced owing to IT systems during the pandemic. Online fraud is a common challenge while using IT systems for doing business. For instance, if a company makes an agreement with

another that, it would send it raw material for making a product and it does not send it after taking money from the first party and makes excuses. The situation occurred in pandemic when people took advantage of the lockdown or curfew and they committed this type of frauds.

4. Suggestions/ Recommendations for Improving Impacts of IT systems on Businesses during the pandemic

Businesses around the world are facing challenges regarding cyberattacks and cybercrimes on their IT systems they use for conducting online business activities during the pandemic. Therefore, various researchers and scholars provided valuable suggestions for improving IT systems in businesses. For instance, (He et al., 2020) suggests that technology researchers and information technology systems can play a vital role in this context for tackling issues regarding IT systems used by companies during the pandemic. The study suggests that improving the safety and security of IT systems is the most significant requirement for companies using various information technology systems for improving their performance during the pandemic (He et al., 2020).

In the same manner, another study, (Ramadan et al., 2021) highlights countermeasures for dealing with cybersecurity issues or challenges during the pandemic. The study suggests that white hats are playing an important role in protecting individuals and businesses from the adverse effects of the pandemic. However, the black hats are taking advantage of the situation and are conducting cyberattacks on individuals and businesses (Ramadan et al., 2021).

3. METHODOLOGY

The chapter would target the methodology used for research in detail. The chapter would highlight the study design, study philosophy, research approach, and methodological choices used in the study. The chapter would highlight the major research strategy used for researching along with significant methods of data collection in detail.

The research questions would enable the researchers to develop a significant hypothesis for the study. Therefore, the researchers need to select the right methodology because it can influence the study results positively or negatively depending upon the efficiency of the research process. However, no research methodology is perfect or it is good to say that every research methodology has some sort of challenges or limitations (Abutabenjeh & Jaradat, 2018).

Therefore, the chapter would highlight significant research limitations in detail. The challenges in the research methodology can influence the scope of the research negatively. Therefore, the researchers need to investigate and target these challenges for improving their study results. The researchers can do it by selecting the most appropriate study methodology (Mohajan, 2018).

1. Research Design

The study would use the exploratory research design. The primary reason for using the exploratory research design is that the nature of the current study is exploratory or elaborative. The research highlights the effects of IT on businesses during the COVID-19 pandemic. The study targets the positive as well as the negative impacts of IT on businesses during the pandemic. It means that the study is covering the topic in different dimensions and it wants to explore the research topic. It is the major reason that the present research would use the exploratory research design to investigate the subject in multiple dimensions (Chouinard et al., 2019).

2. Research Approach

The section highlights the research approach used in the study. The researchers had two types of choices regarding the study approach including the inductive research approach and the deductive research approach. The most important thing in this regard is to understand the primary differences between the inductive research approach and the deductive research approach for making a final decision about the study research. Two important factors including research design and study philosophy play a significant role in the choice of the most appropriate study approach. The primary difference between the inductive research approach and the deductive research approach is that an inductive research approach is helpful for the researchers in making new theories based on their study findings or results (Woiceshyn & Daellenbach, 2018).

The present research would use the inductive research approach owing to its exploratory and quantitative nature. The major reason behind the fact is that the research uses empirical data collected from the survey interviews. Therefore, it is good to say that the researchers want to establish a new argument based on the results of their study.

3. Methodological Choices

The current study used the pragmatic research design in this context. The primary theme of the pragmatic research design is that it helps researchers in using the most appropriate strategy for targeting the research questions. In the same manner, the pragmatic research design states that no research method is perfect and each study method has significant challenges or limitations that can hurt its scope. Therefore, the pragmatic research design suggests that the researchers need to use their skills, experience, and knowledge for overcoming significant challenges or limitations regarding a study approach perfectly (Clarke & Visser, 2018).

Moreover, a detailed mono method qualitative analysis method is helpful in response analysis of the questionnaire respondents for the researchers as well. The researchers can easily develop new theories and sub-theories regarding the study subject by analyzing the response of the questionnaire respondents efficiently.

4. Research Strategy

The major aim of using the inductive research strategy is that it would help the researchers to investigate various dimensions of the study perfectly. Therefore, the research is implementing inductive and exploratory approaches with the hermeneutic perspective. The essence of the hermeneutic perspective is that it explores and analyzes the major results of the research and it highlights the major objectives of a study in detail as well (Nicholls et al., 2019).

5. Data Collection

The research is using survey interviews and document studies for efficient data collection. The research uses a combination of primary and secondary data for achieving its goals or targets. The research uses the empirical data collection method for collecting the primary data. In simple words, the study used interviews for collecting the primary data. Likewise, the study used document studies for collecting secondary data via the literature review (Cunliffe & Locke, 2019). The study would develop a theory based on the result of its empirical data and it would use the theoretical data for supporting its theory.

5.1. Interviews: The study would use semi-structured interviews for collecting primary data. The researchers had two options including quantitative interviews and qualitative interviews. Quantitative interviews have robust structure and standards while qualitative interviews have poor structure and standardization. Therefore, the study would go for semi-structured interviews because such interviews use a qualitative approach. Such interviews make it easy for the respondents to improve their research by exploring various dimensions of the topic (Mahat-Shamir et al., 2019).

5.2. Documents: The study would use literature from various published articles, scientific journals, and textbooks for collecting secondary data. The researchers would ensure that they obtain data from reliable sources and the data has no accuracy and reliability issues.

6. Research Limitations

The study is using a mixed approach for data collection. Both the primary as well as secondary data have their issues. The primary issue with the secondary data is that it has issues regarding data reliability and data accuracy. On the other hand, the primary data has issues like poor data analysis and the use of poor data collection strategies (Mahat-Shamir et al., 2019). These issues can influence the research design, philosophy, data collection, data analysis, and the research findings negatively.

4. RESULT DISCUSSION AND ANALYSIS

The chapter includes the result of the questionnaire questions along with their discussion and analysis.

The study uses a survey questionnaire to collect data from the company employees and managers about using different IT services. The data would help the researchers to understand the ways different IT services helped the company to carry on its business activities pre and post-pandemic. Likewise, the chapter would analyze the result discussion in more detail to understand IT's the real-time effect on the business during the pandemic. The chapter would include result graphs for each research questions followed by the result discussion and analysis of each of the result questions in details.

1. Result Discussion and Analysis

Question 1: The Company used SAP R/3 from IBM along with ERP system for managing its business activities around the world prior to the COVID-19 pandemic.

Table 4.1: Highlight of the responses of 30 questionnaire respondents (question 1)

The Company used SAP R/3 from IBM along with ERP system for managing its business activities around the world prior to the COVID-19 pandemic.	Response of candidates (number)
Strongly Disagree	3
Disagree	4
Somewhat Disagree	3
Neutral	2
Somewhat Agree	3
Agree	5
Strongly Agree	10

It is evident from the response of most of the respondents that they agree that the company used SAP R/3 from IBM along with ERP system for managing its business activities around the world prior to the COVID-19 pandemic. Therefore, the company needs to invest in its IT services and infrastructure for improving its performance post-pandemic as well.

Question 2: The Company used SAP for managing its supply chain functions during the COVID-19 pandemic

Table 4.2: Highlight of the responses of 30 questionnaire respondents (question 2)

The Company used SAP for managing its supply chain functions during the COVID-19 pandemic	Response of candidates (number)
Strongly Disagree	3
Disagree	4
Somewhat Disagree	4
Neutral	1
Somewhat Agree	5
Agree	5
Strongly Agree	8

The result of question 2 suggests that most of the respondents agree that the company used SAP for managing its supply chain functions during the COVID-19 pandemic. It means SAP is a good tool for companies to manage their business operations online and they must invest in SAP for improving their performance and for dealing such pandemics in the future.

Question 3: The Company used Zoom application for ensuring social distancing of its employees during the COVID-19 pandemic.

Table 4.3: The table highlights the responses of 30 questionnaire respondents (Question 3)

The Company used Zoom application for ensuring social distancing of its employees during the COVID-19 pandemic.	Response of candidates (number)
Strongly Disagree	1
Disagree	4
Somewhat Disagree	4
Neutral	1

Somewhat Agree	2
Agree	8
Strongly Agree	10

The result of the question suggests that most of the respondents agree that the company used Zoom application for ensuring social distancing of its employees during the COVID-19 pandemic. It means ZOOM is a good tool/ application for companies to manage their business operations online and it helps them having online meetings. It is the major reason that the companies must invest in ZOOM for improving their performance and for dealing such pandemics in the future.

Question 4: The use of SAP R/3 from IBM along with ERP system helped the Company continuing its business operations like supply chain management and production during the pandemic.

Table 4.4: The table highlights the responses of 30 questionnaire respondents (Question 4)

The use of SAP R/3 from IBM along with ERP system helped the Company continuing its business operations like supply chain management and production during the pandemic.	Response of candidates (number)
Strongly Disagree	1
Disagree	4
Somewhat Disagree	4
Neutral	1
Somewhat Agree	2
Agree	8
Strongly Agree	10

The result of the question suggests that most of the respondents agree that the use of SAP R/3 from IBM along with ERP system helped the Company continuing its business operations like supply chain management and production during the pandemic. It means SAP R/3 from IBM along with ERP is a good tool/ application for companies to manage their business operations online and it helps them having online meetings. It is the major reason that the companies must invest in SAP R/3 from IBM along with ERP for improving their performance and for dealing such pandemics in the future.

Question 5: The Company had to lay-off its 17% global workforce that means the company's IT systems were unable to handle the pressure of distant learning policy during the COVID-19 pandemic.

Table 4.5: The table highlights the responses of 30 questionnaire respondents (Question 5)

The Company had to lay-off its 17% global workforce that means the company's IT systems were unable to handle the pressure of distant learning policy during the COVID-19 pandemic.	Response of candidates (number)
Strongly Disagree	3
Disagree	4
Somewhat Disagree	4
Neutral	1
Somewhat Agree	5
Agree	5
Strongly Agree	8

The result of the question suggests that most of the respondents agree that the company had to lay-off its 17% global workforce that means the company's IT systems were unable to handle the pressure of distant learning policy during the COVID-19 pandemic. It means that the company's IT systems were unable to handle the pressure of distant learning policy due to various factors like limited employee skills and limited capacity of IT infrastructure of the company. Therefore, the company needs to invest to improve its IT systems to handle the pressure of distant learning policy in the future.

Question 6: The Company experienced a decline of 9 percent or \$8.7billion in its revenue since July-September in 2019 owing to its poor IT systems

Table 4.6: The table highlights the responses of 30 questionnaire respondents (Question 6)

The company experienced a decline of 9 percent or \$8.7billion in its revenue since July-September in 2019 owing to its poor IT systems	Response of candidates (number)
Strongly Disagree	3
Disagree	4
Somewhat Disagree	3
Neutral	2
Somewhat Agree	3
Agree	5
Strongly Agree	10

It is evident from the response of most of the respondents that they agree that the company experienced a decline of 9 percent or \$8.7billion in its revenue since July-September in 2019 owing to its poor IT systems. Therefore, the company needs to invest in its IT services and infrastructure for improving its performance post-pandemic as well.

Question 7: The Company is reducing its business segments from 17 to nine to COVID-19 pandemic. It shows that the IT systems of the company are unable to support to its business activities during the pandemic

Table 4.7: The table highlights the responses of 30 questionnaire respondents (Question 7)

The Company is reducing its business segments from 17 to nine to COVID-19 pandemic. It shows that the IT systems of the company are unable to support to its business activities during the pandemic.	Response of candidates (number)
Strongly Disagree	3
Disagree	4
Somewhat Disagree	4
Neutral	1
Somewhat Agree	5
Agree	5
Strongly Agree	8

The result of the question suggests that most of the respondents agree that the company is reducing its business segments from 17 to nine to COVID-19 pandemic. It shows that the IT systems of the company are unable to support to its business activities during the pandemic. It means that the company needs to improve its IT system because they are unable to support to its business activities during the pandemic.

Question 8: Updating the IT infrastructure of the Company would cost it about \$350 million to \$550 million post-pandemic.

Table 4.8: The table highlights the responses of 30 questionnaire respondents (Question 8)

Updating the IT infrastructure of the Company would cost it about \$350 million to \$550 million post-pandemic	Response of candidates (number)
Strongly Disagree	4
Disagree	1
Somewhat Disagree	4
Neutral	1
Somewhat Agree	5
Agree	5
Strongly Agree	15

The result of the question suggests that most of the respondents agree that updating the IT infrastructure of the Company would cost it about \$350 million to \$550 million post-pandemic. It means that the company needs to invest heavy amount for updating the IT infrastructure. However, the company would have good return on investment and it would be highly beneficial for the company as well.

Question 9: The IT systems of the company had positive impacts on the employees of the company along with its other stakeholders during the pandemic in terms of their performance behavior.

Table 4.9: The table highlights the responses of 30 questionnaire respondents (Question 9)

The IT systems of the company had positive impacts on the employees of the company along with its other stakeholders during the pandemic in terms of their performance behavior.	Response of candidates (number)
Strongly Disagree	3
Disagree	4
Somewhat Disagree	3
Neutral	2
Somewhat Agree	3
Agree	5
Strongly Agree	10

It is evident from the response of most of the respondents that they agree that the IT systems of the company had positive impacts on the employees of the company along with its other stakeholders during the pandemic in terms of their performance behavior. Therefore, the company needs to invest in its IT services and infrastructure for improving its performance post-pandemic and to improve the experience of its employees about its IT services.

5. RECOMMENDATION

The chapter includes significant recommendations for the businesses to deal with their IT system during and post-pandemic. The study explores the effects of IT on businesses during the pandemic in a global context. It is evident from the discussion that the COVID-19 pandemic crippled the international economy and it caused a serious monetary crisis. The crisis would have more serious if there were no IT systems around the globe. These systems allowed companies to work online and allowed their workers to perform their job roles remotely while abiding by the SOPs like social distancing and working from home for mitigating disastrous impacts of COVID-19 (Papadopoulos, 2020). The report

targeted both positive and negative (if any) impacts of IT systems on businesses during the COVID-19 pandemic. No doubt, IT systems helped organizations to conduct their business activities during the pandemic through different cloud-based collaborating apps and smart devices. However, such systems have some negative impacts on companies worldwide as well, owing to their intrinsic weaknesses such as hacking, data breaches, and other such flaws or limitations of such systems that caused serious challenges for companies around the world during the COVID-19 pandemic. The chapter would provide an overall summary of the entire chapters as well.

1. Recommendations

Based on the data result, discussion, and study findings, the study suggests businesses worldwide improve their IT infrastructures in the first place for using different IT tools or applications. The pandemic made it clear that most of the companies in the world lacked robust IT infrastructure, and it was the major reason these companies could not implement various IT tools or applications during the pandemic (Karmaker et al., 2021). Likewise, the study suggests businesses go for SAP R/3 from IBM and ERP system to improve their performance during and post-pandemic. The major advantage of using SAP R/3 from IBM and the ERP system is that these systems would allow the companies to stay in touch with their stakeholders, and the management of the companies can arrange meetings easily. Furthermore, the analysis suggests that the company used the Zoom application for ensuring the social distancing of its employees during the COVID-19 pandemic. Therefore, the research recommends that all other companies worldwide use such collaboration tools for collaborating or communicating with their stakeholders (Pantano et al., 2020). These tools allow audio and video conferencing along with a data-sharing facility. It is the major reason these tools make it easier for businesses to shift their activities online.

Similarly, the study's findings suggest that IT systems had some negative effects on businesses as well. For example, hacking, data breaches, and other such flaws or limitations of such systems caused serious challenges for companies worldwide during the COVID-19 pandemic. Therefore, the study recommends businesses improve their IT security for avoiding such challenges in the future. For instance, using secure and personal servers is one of the best choices in this context (Kristinae et al., 2020). Likewise, the companies need to ensure that they have encrypted communication with their stakeholders to avoid hacking and data breaches. Another important recommendation for the companies in the world is that they need to improve the skills and abilities of their employees regarding the use of various IT tools and applications. Moreover, the companies need to improve the technical knowledge of their staff members regarding IT security.

6. CONCLUSION

To conclude, the study's primary objective is to explore the effects of IT on businesses during the pandemic in a global context. It is evident from the discussion that the COVID-19 pandemic crippled the international economy and it caused a serious monetary crisis. The crisis would have more serious if there were no IT systems around the globe. Therefore, the study aims to highlight both positive as well as negative (if any) impacts of IT systems on businesses during the COVID-19 pandemic. The study uses the experimental research design. The primary reason for using the exploratory research design is that the nature of the current study is exploratory or elaborative. Therefore, the research highlights the effects of IT on businesses during the COVID-19 pandemic.

Moreover, the research uses interpretivism study philosophy. The major theme of the interpretivism research philosophy is that it helps studies use a naturalistic data collection method. Moreover, the interpretivism research philosophy helps the researchers to collect data using interviews and observations. Likewise, the study uses the inductive research approach owing to its exploratory and quantitative nature. The major reason behind the fact is that the research uses empirical data collected from the survey interviews.

Furthermore, the findings or analysis section of the study highlights the respondents' response that they agree that the IT systems of the company had positive impacts on the employees of the company along with its other stakeholders during the pandemic in terms of their performance behaviour. Therefore, the company needs to invest in its IT services and infrastructure to improve its performance post-pandemic and improve its employees' experience with its IT services. Moreover, the findings state that the IT systems of most of the companies were unable to handle the pressure of foreign learning policy due to various factors like limited employee skills and limited capacity of IT infrastructure of the companies. Therefore, businesses need to improve their IT systems to handle the pressure of foreign learning policy in the future.

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