

The IT Sector Employee Resilience

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Abstract

In recent years, global challenges such as digitization, climate change, geopolitics, and economic shifts have significantly impacted individuals and organizations, with the COVID-19 pandemic further exacerbating these challenges. The IT sector, in particular, has been compelled to adapt and evolve at an unprecedented speed. With the increasing demand for skilled IT professionals, organizations must foster a positive work culture that attracts, retains, and nurtures top talent. Perceived organizational support is crucial in promoting employee resilience, which in turn, influences happiness and creativity.

This paper aims to reveal how organizational support determines the resilience of IT workers, which contributes to employee creativity and happiness at work

This study uses a random sampling and survey method of IT employees. 4 separate scales are used to assess the studied phenomena, in total the survey consists of 30 questions examining the phenomena and control questions.

The results of the study show that organizational support for employees is an important factor in achieving higher levels of employee resilience. Meanwhile, employee resilience is important to the creativity and happiness of these employees.

The IT sector and the changes taking place in it lead to a higher pace of change, which makes it important for employees to be more resilient. Determining how organizational support determines employee resilience, and how it determines employee creativity and happiness, opens up opportunities to create organizational support strategies that contribute to better organizational performance.

Keywords: Employee resilience, IT sector, organization support, Happiness, Creativity