

A STUDY OF TRAINING AND DEVELOPMENT OF TATA CONSULTANCY

Submitted in partial fulfillment of the requirements for the award of

Bachelors of Business Administration

by

BALAJI K

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SCHOOL OF BUSINESS ADMINISTRATION

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with Grade “A” by NAAC | 12B Status by UGC | Approved by AICTE

Jeppiaar Nagar, RAJIV GANDHI SALAI, CHENNAI - 600 119

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SATHYABAMA UNIVERSITY

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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **BALAJI K 38280026** who have done the Project work entitled “**A STUDY OF TRAINING AND DEVELOPMENT OF TATA CONSULTANCY**” under my supervision from January 2021 to March 2021.

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DECLARATION

I **BALAJI K 38280026** hereby declare that the Project Report entitled “**A STUDY OF TRAINING AND DEVELOPMENT OF TATA CONSULTANCY**” done by me under the guidance of **DR. N. MATHAN, M.COM., M.PHIL., MBA., PH.D** is submitted in partial fulfillment of the requirements for the award of Bachelors of Business Administration degree.

DATE : 30-04-2021

PLACE : CHENNAI

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ABSTRACT

Marketing is the activity, the process of creating, communicating delivering and exchanging offerings that have value for the customers.

This study attempts to identify the quality attributes of the services. To measure service quality and consumer satisfaction in the parlours. The main objective is to attract the customers and to increase the sales of Aavin Hi-Tech parlours. Through this study the researcher analysis the need of the customers. This will help the Aavin HI-TECH parlours to increase their sales ratio. The main objectives are to understand the satisfaction level of the customers and to identify the problems in sales of the parlours.

Convenience sampling method has used in the research work. Multiple choice and the statement questions are chosen to collect the responses from 117 customers of Aavin HI-TECH parlours. The data collected has been analysed through various statistical tools like chi-square test, ANOVA. Numerous new findings has been derived from the research has helped to provide few suggestions to improve sales of the HI-TECH parlours.

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CHAPTER-1

INTRODUCTION:

1.1 INTRODUCTION:

INTRODUCTION ABOUT THE STUDY

“There is nothing training cannot do. Nothing is above its reach. It can turn bad morals to good; it can destroy bad principles and recreate good ones; it can lift men to angel-ship.” -Mark Twain Training is the most important activity, which plays an important role in the development of human resources. To put the right man at the right place with the trained personnel has become essential in today’s globalized market. No organisation has a choice on whether or not to develop employees. Nowadays training has become an important function of Human Resource Management. Human Resources are the lifeblood of any organization. Only through well-trained personnel, can an organization achieve its goals. Human Resource Management refers to the policies, practices and systems that influence employees’ behaviour, attitudes, and performance. Human resource practices play a key role in attracting, motivating, rewarding and retaining employees. Other human resource management practices include recruiting employees, selecting employees, designing work, compensating employees and developing good employer-employee relations. The importance placed on ‘Training’ is great on comparison to other human resource management practices. To be effective, training must play a strategic role in supporting the business. Increasingly, training and development is playing an important and strategic role in the economic success of business organizations. Business organizations recognize that they now operate in a new global economy. It is an economy that involves the use of advanced technologies and increased responsiveness to customers’ needs. Global economy requires greater and greater innovation and flexibility in production, service delivery and market know-how. Business organizations realize more than ever that employee knowledge gained through training and development has become a strategic necessity and more and more the sources of strategic advantage. It is interesting to see how the terms training

and development differ. Oxford dictionary defines the two terms as follows: Train: to instruct and discipline in or for some particular art, profession, occupation or practice, to make proficient by such instruction and practice. Develop: to unfold more fully, bring out all that is potentially contained in. The basic difference between training and development is that 'Training' focuses on specific job knowledge and skill is to be applied in the short run. On the contrary, 'Development' focuses on broad knowledge and insights that may be required for adaptation to environmental demands in future. It is a process by means of which an individual attains overall improvement in ability and competence, makes progress towards maturity and actualization of personality.

1.2 COMPANY PROFILE

COMPANY PROFILE



TATA CONSULTANCY SERVICES

Omega Towers, Sector V, Kolkata - 700064

Marketing strategy of TCS

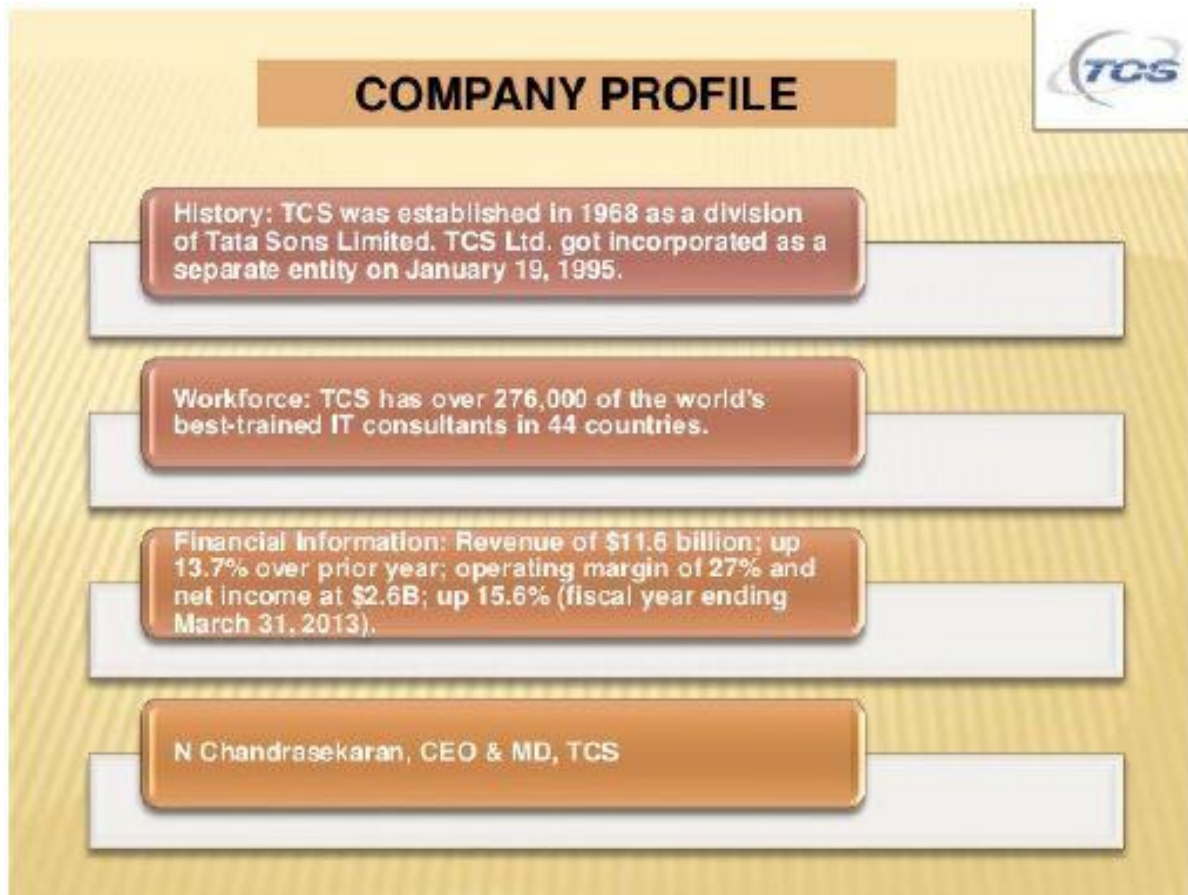


- TCS would achieve targets through both organic and inorganic growth. As far as inorganic growth is concerned, they have specially set up an M&A cell, which monitors opportunities globally.
- The company has initiated co-branding events with global media houses,
- taken up speaker slots at seminars organized by newspapers such as Financial Times,
- organized annual events dedicated to their leading clients and sponsored international sporting events like golf
- TCS has hired Text 100 as its public relations firm to promote its brand in Europe and Asia-Pacific and get featured in technology magazines such as Red Herring and industry research papers such as Forrester, and Gartner.



Company Profile

- TCS is an Indian multinational IT services, business solutions and consulting company headquartered in Mumbai.
- Operates in 46 countries and has 199 branches across the world
- Largest India-based IT services company
- TCS iON offers a Cloud based Erp Solution for Small and Medium Enterprises
- It integrates hardware, network, software and services



COMPANY PROFILE TATA CONSULTANCY SERVICES Omega Towers, Sector V, Kolkata - 700064 COMPANY PROFILE OF TCS Tata Consultancy Services Limited (TCS) is engaged in providing information technology (IT) services, digital and business solutions. The Company's segments include banking, finance and insurance services (BFSI); manufacturing; retail and consumer packaged goods (CPG); telecom, media and entertainment, and others, such as energy, resources and utilities, hi-tech, life science and healthcare, e-Governance, travel, transportation and hospitality, and other products

1.3 NEED FOR SCOPE

TCS invest in broadening and deepening customer relationship by continually looking for new areas in their value chain where it can add value proactively investing in building newer capabilities reskilling and TCS is helpful for employees

1.4 SCOPE OF THE STUDY

- * TCS is a good company to work and it as know
- * It's a multination company and its good circumstance to work

1.5 OBJECTIVE OF THE STUDY

This project is designed mainly to identify and evaluate the training and devolpment of tata consultancy

1.5.1 PRIMARY OBJECTIVE:

A Study on the training and development of tata consultancy

CHAPTER-2

REVIEW OF LITERATURE

2.1 INTRODUCTION

In this chapter several e-Governance initiatives at the national and international level are presented. The main resources used for this study were research articles in journals, newspaper articles, websites of diverse countries including India and Indian States. The study covered issues related to service delivery, citizen satisfaction and the impact of e-Governance on the society; its benefits and shortcomings. Additionally, the evaluation frameworks for e-Governance and maturity models were deliberated in detail and presented in this chapter. The chapter is organized in the following way: The first few sections present the various e-Governance initiatives and their status at the international and Indian national level. Next, various state level initiatives followed by the state of Maharashtra which are the main focus of the research are discussed. In section 2.6, the research work being carried out on many aspects of e-Governance is presented. The section also discusses the findings in the Indian context, followed by studies conducted on the e-Governance maturity framework. The chapter concludes with the need for the proposed work, relevance. This study has helped the researcher significantly to understand the various aspects of e-Governance, policy gaps and identification of parameters that are critical for good governance

Buddha and Brahma (2011) conducted a study to examine and evaluate the importance of liquidity management on profitability as a factor responsible for unfortunate financial performance in the private sector steel Industry in India. Owolabi and (2012) an attempt is made to measures the relationship between liquidity management and corporate profitability using data from selected manufacturing companies quoted on the floor of the Nigerian Stock Exchange. They found that managers can increase profitability by adopting good credit policy, short cash conversion cycle and effective cash flow management procedures.

Mohammad and Email Davoudi (2013) in their study examined the relationship between working capital management and profitability hundredforty seven companies were selected for the period of 2005-2009. The results of the statistical test of the hypothesis show a negative significant relationship exist between cash conversion cycle and return on assets and cash conversion cycle and return on equity. However, the relationship between current ratio and return on equity is insignificant.

Dharmaraj and (2013) In India there is a huge scope for automobile companies. They are financially strong and they are growing at the rate of 17 per cent per annum and contributing to the Indian economy reasonably. Finally, the study provides companies with understanding of the activities that would enhance their financial performances. Moses Daniel (2013) in order to financial status

TATA Motors Ltd in terms of Profitability, Solvency, Activity and Financial stability various accounting ratios have been used. The company has stable growth and it shows a greater status in all the areas it works. The company has been suggested to

It is very necessary for the organization to design the training very carefully. (Michael Armstrong, 2000). "Training is the act of increasing knowledge and skills of an employee for doing a particular job. (Edwin B Flip). Training is systematic development of the knowledge, skills, and attitudes required by an individual to perform adequately a given task or job.

(Michael Armstrong, 2000). Those organizations 'Successful candidates placed on the jobs need the training to perform their duties effectively'. (Source: a. Human Resource, and Personnel Management, New Delhi: Tata McGraw-Hill Publishing Company Limited, 2000, p.189) The different viewed to training and development needs to be explored. It has come to their attention by their own preferred model and through experience with large Organizations. The current traditional training continuously facing the challenges in the selection of the employees, in maintaining the uncertainty related to the purpose and in introducing new tactics for the environment of work and by recognizing this, they advising on all the problems, which reiterates the requirement for a flexible approach 2007) which develop a good training

design according to the need of the employees as well as to the organization always get good results (Partlow, 1996) The term 'training' Points the process involved in increasing the aptitudes, skills, Knowledge abilities of the employees to perform specific jobs. Training helps in updating old talents and developing new ones.

In Indian IT services industry was born in Mumbai in 1967 with the establishment of tata group in partnership with Burroughs the first software export zone SEEPZ was set up here way back 1973

Each year Indian produces roughly 500000 engineers in the country out of them only 25% to 30% possesses both technical competency and English language skills although 12%

Formative year 1991

The Indian government acquired the EVS EM computer from soviet union which were used in large companies and research laboratories in 1968 tata consultancy services established in SEEPZ

The united states technological lead was driver in no small part by the brain power of brilliant immigrants many of whom came from Indian the inestimable contribution of thousands of highly trained Indian migrant in every area of American scientific

The national informatics centre was established in march 1975 the inception of the computer maintenances company CMC followed in October 1976 between 1977 1980

CHAPTER 3

3.3 RESEARCH DESIGN

3.3.1 DESCRIPTIVE RESEARCH DESIGN

Descriptive research is a study designed to depict the participants in an accurate way more simply put descriptive research is all about describing people who make take part in the study

3.4 SOURCES OF THE DATA

Data collection is the term used to be process of preparing and collecting data - primary data questionnaire given 110 respondents -Secondary data – website and journal ,published reports & review of literature from published articles

3.5 STRUCTURE OF QUESTIONNAIRE

Questionnaire was divided into two sections. First part was designed to know the general information about customers and the second part contained the respondent's opinions about customer's experience

3.6 SAMPLING TECHNIQUE

3.6.1 CONVENIENCE SAMPLING METHOD

A convenience sample is one of the main types of non-probability sampling methods. A convenience sample is made up of people who are easy to reach.

3.7 PERIOD OF STUDY

The duration of study is from March 2021 to May 2021 which is a three months of study

CHAPTER 4

DATA ANALYSIS AND INTERPERTATION

TABLE 4.1.1GENDER OF THE RESPONDANCE

S.NO	PARTICULARS	NO OF RESPONDANTS	PERCENTAGE
1	Male	56	50.9
2	Female	54	49.1
TOTAL		110	100

SOURCE:PRIMARY DATA

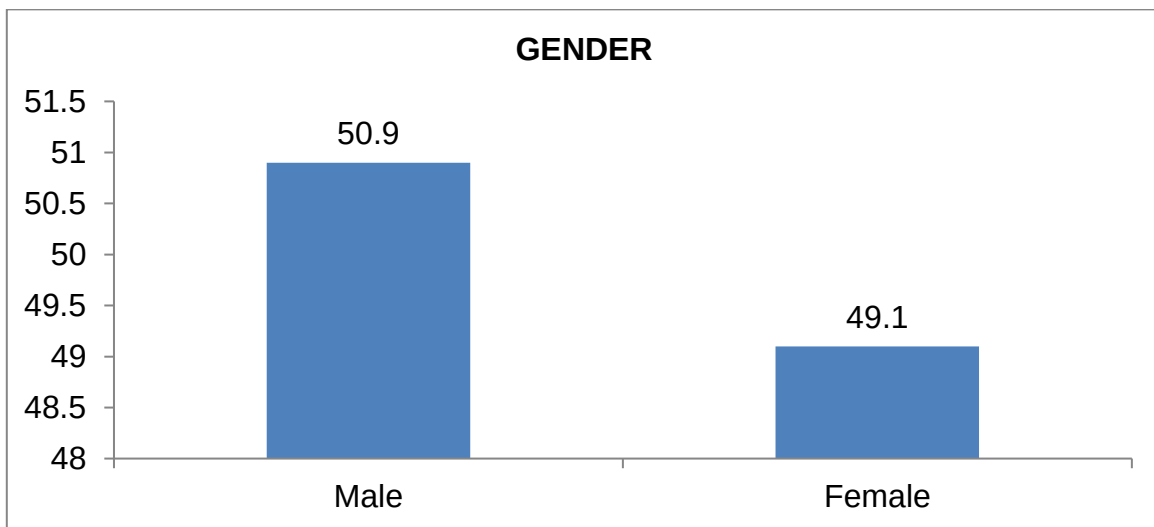


CHART 4.1.1 GENDER OF THE RESPONDENTS

INTERPRETATION:

From the above table it is interpreted that the number of respondents male is 50% number of respondents for female is 49%

INTERFERENCE

Majority (50%) of the respondents are male

TABLE 4.1.2 MARITAL STATUS OF THE RESPONDENTS

S.NO	PARTICULAR	NO OF RESPONDANTS	PERCENTAGE
1	Married	43	39.1
2	Unmarried	67	60.3
TOTAL		110	100

SOURCE:PRIMARY DATA

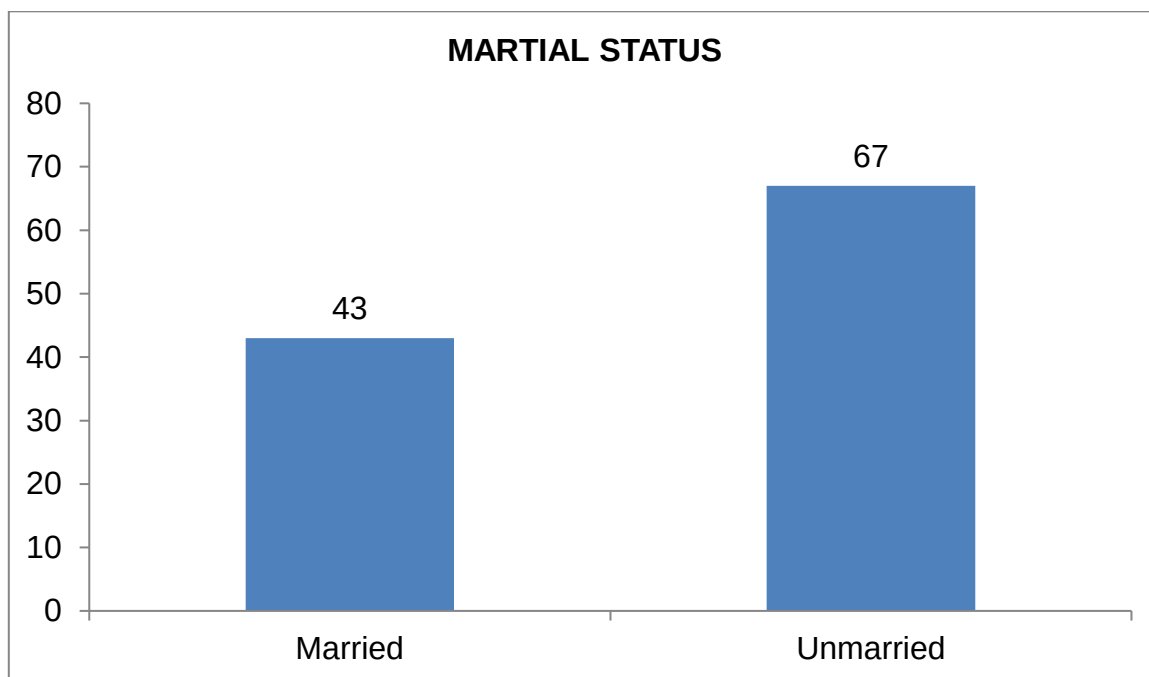


CHART 4.1.2 MARTIAL STATUS OF THE RESPONDENTS

INTERPRETATION

from the above table it is interpreted that the number of respondents 39% in married 60% in unmarried

INFERENCE

Majority (60%) of the respondents are unmarried.

TABLE 4.1.3 AGE STATUS OF THE RESPONDANCE

S.NO	PARTICULARS	NO OF RESPONDANT	PERCENTAGE
1	18-26	62	56.3
2	26-34	28	25.5
3	34-42	20	18.2
TOTAL		110	100

SOURCE :PRIMARY DATA

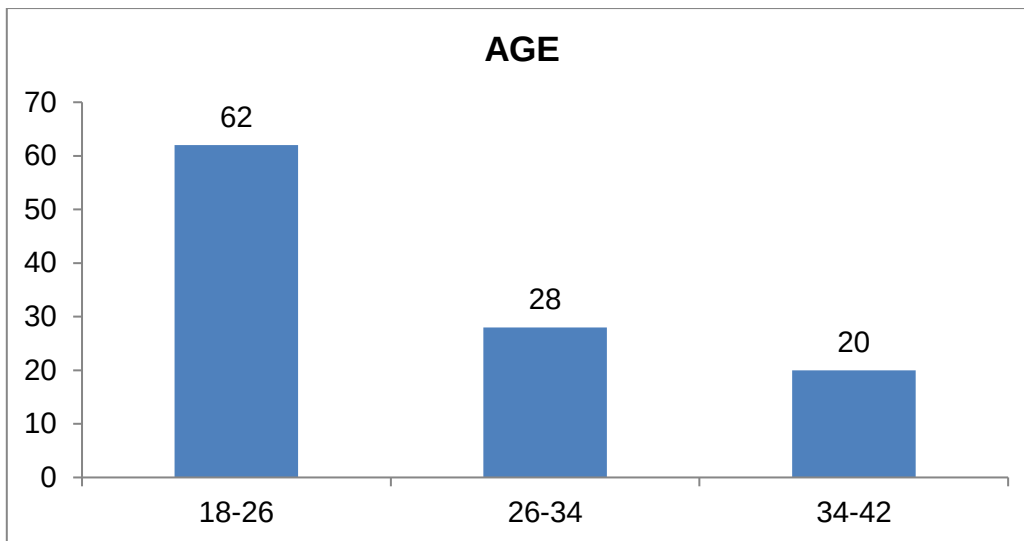


CHART 4.1.3 AGE STATUS OF RESPONDENTS

INTERPRETATION

From the above table it is interpreted that the number of respondents between 18-26 age of respondents are 56%, between 26-34 age of respondents 25%, between 34-42 the age of respondents are 18%

INFERENCE

Majority (56%)of the respondents are 18-26.

TABLE 4.1.4 AVERAGE WORKING HOURS PER DAY

S.NO	PARTICULARS	NO OF RESPONDANT	PERCENTAGE
1	10 to 14 non compensated	24	21.7
2	10hr per day	25	22.7
3	8 to 10	23	20
4	8 to 12	38	35.6
TOTAL		110	100

SOURCE: PRIMARY DATA

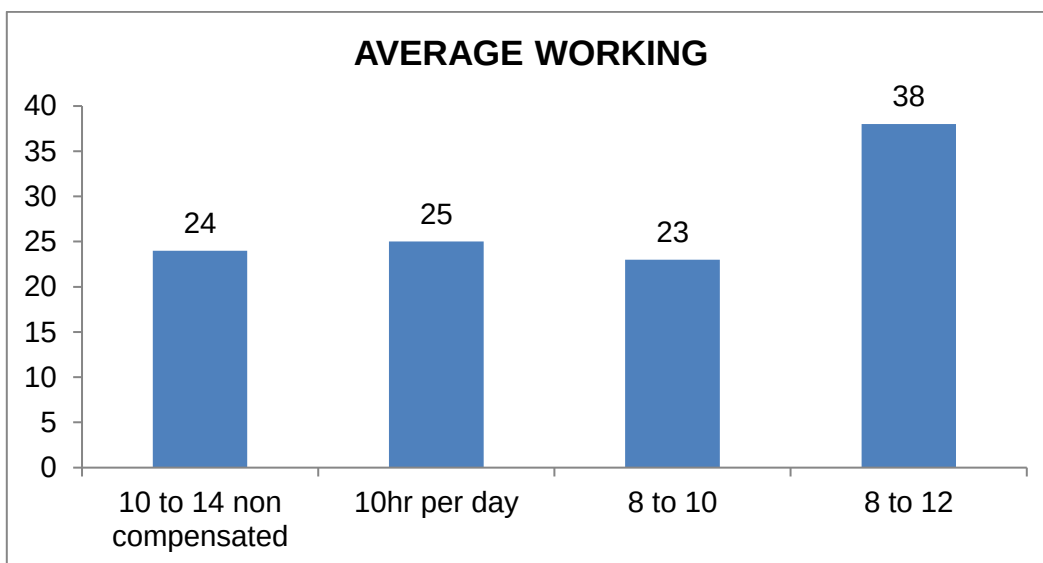


CHART 4.1.4 AVERAGE WORKING

INTERPRETATION

From the above table it is interpreted that the number of respondents IN 10 TO 14 non compensate 21% ,in 10hr per day 22%, in 8 to 10hrs 20% and 8 to 12 35.6 %

INFERENCE

Majority (35%) the respondents are 8 to 10

4.1.5 DAILY ROUTINE HOURS OF TATA CONSULTANCY

S.NO	PARTICULARS	NO OF RESPONDENTS	NO OF THE PERCENTAGE
1	8.30 am to 6.00 pm	52	42.9
2	9 hours in a day	27	24.5
3	Reasonable from 10.am to 5.pm	12	18.1
4	working hours are round the clock	19	17.2
TOTAL		110	100

Source :primary code

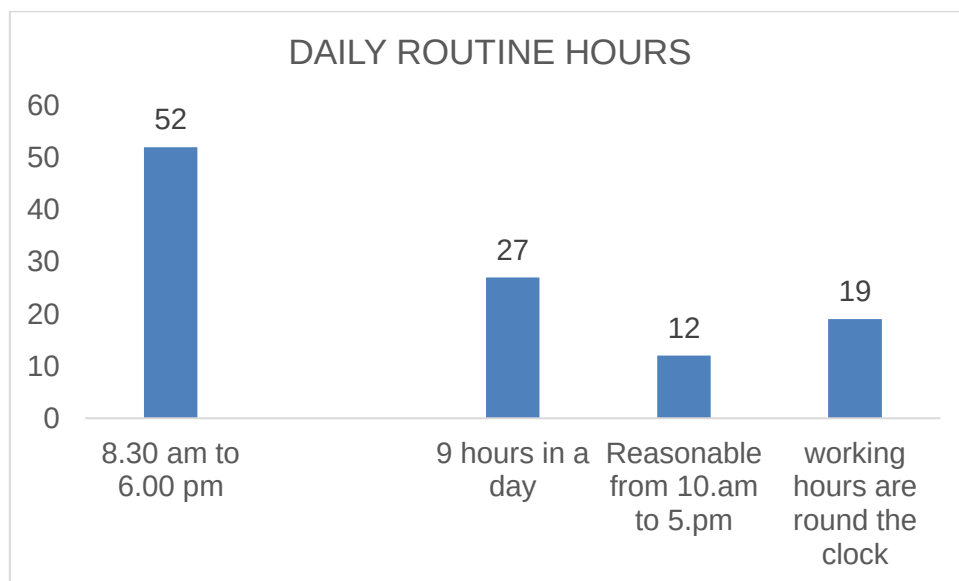


CHART 4.1.5 DAILY ROUTINE HOURS OF TATA CONSULTANCY

INTERPRETATION

From the above table it is interpreted that number of respondents in 8:30 am to 6:00pm responses are 52 %,9 hours in a day responses are 27%,reasonable from 10.am to 5 pm are 12%,working hours are round the clock are 19%.

INFERENCE

Majority (52%)of the respondents From8.30 am to 6.00 pm.

4.1.6 WHAT WOULD THEY DO TO MAKE TATA CONSULTANCY AS BETTER PLACE TO WORK

S.NO	PARTICULAR	NOOF RESPONDENTS	PERCENTAGE
1	Actually pay bonus	49	45
2	Arrange atleast one time	22	25
3	Create a new paced environment	18	16
4	Employees one time talk	21	24
TOTAL		110	100

SOURCE :PRIMARY CODE

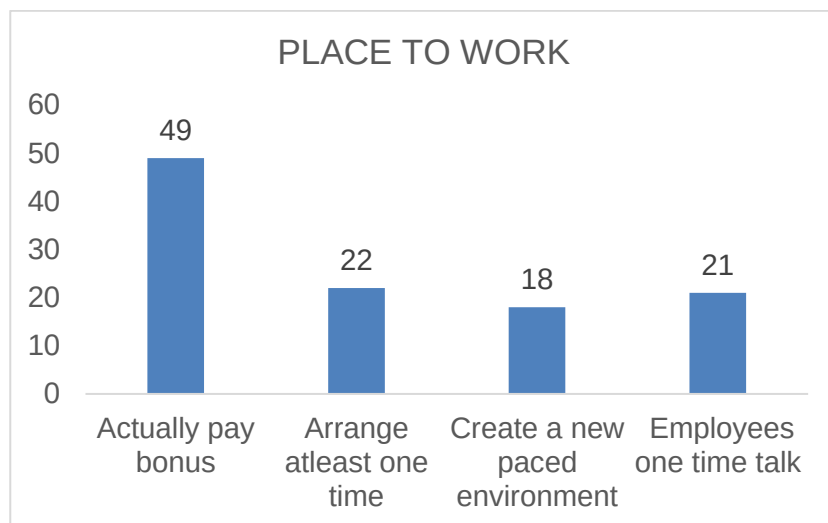


CHART TABLE 4.1.6

INTERPRETATION

From the above table it is interpreted that number of respondents in actually pay bonus responses are 49%,arrangeatleast one time responses are 22%,create a new placed environment response are 18%,employees one time talk responses are 21%

INFERENCE

Majority (49%)of the respondents from actually pay bonus.

TABLE 4.1.7 BENEFITE THE TATA CONSULTANCY OFFER

S.NO	PARTICULAR	NO.RESPONDENCE	PERCENTAGE
1	Easy learning	38	34
2	health care	26	27
3	Health insurance	23	24
4	Poor compensation	28	25
TOTAL			100

SOURCE; PRIMARY CODE

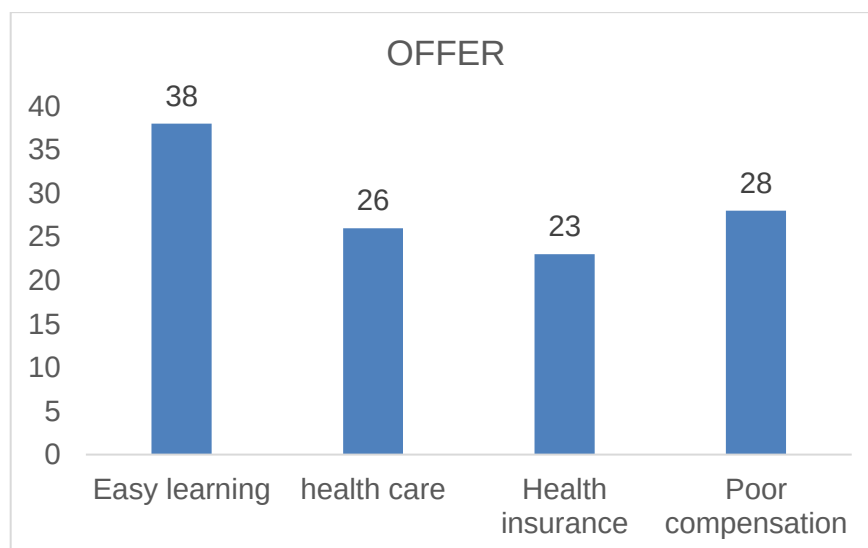


CHART TABLE 4.1.7 OFFER

INTERPRETATION

From the above table it is interpreted that number of respondents in easy learning responses are 38%, health care responses are 26%, health insurance 23%, poor compensation are 28%.

INFERENCE

Majority (38%) of the respondents from easy learning

TABLE 4.1.8 THE TIME TAKEN TO GET HIRED FROM START TO FINISH AT TATA CONSULTANCY AND THE STEPS

S.NO	PARTICULARS	NO OF RESPONSES	PERCENTAGE
1	3round interviews	13	15
2	A final round HR	22	25
3	Aptitude test	54	50
4	Final decision	21	20
TOTAL			100

SOURCE; PRIMARY CODE

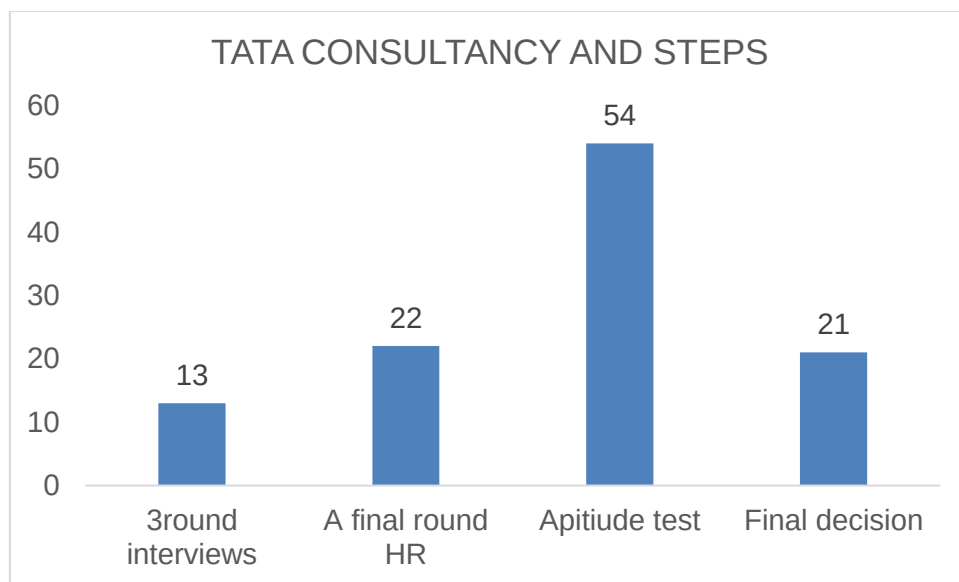


CHART TABLE 4.1.8 tata consultancy and steps

INTERPRETATION

From the above table it is interpreted that number of respondents 3 round interviews responses are 13%, a final round HR are 22%, aptitude test are 54, final decision responses are 21%.

INFERENCE

Majority (54%) of the respondents From aptitude test

TABLE 4.1.9 REASON FOR PEOPLE LEAVE TATA CONSULTANCY

S.NO	PARTICULAR	NO OF RESPONSENCE	PERCENTAGE
1	Low salary benefits	30	27
2	Low salary high work pressure	43	40
3	New opportunity	14	12
4	Personal reason	28	25
TOTAL			100

SOURCE ;PRIMARY CODE

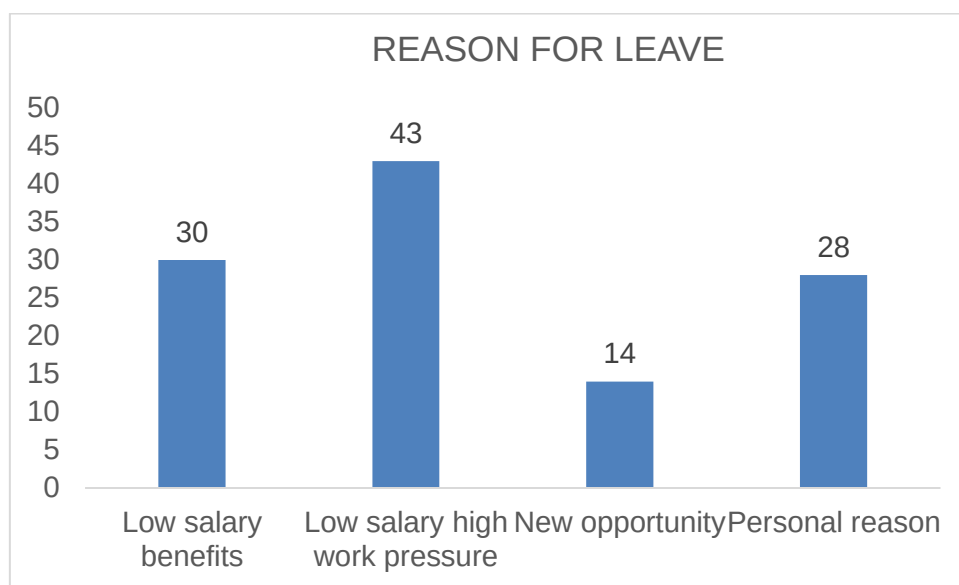


CHART TABLE 4.1.9 LOW SALARY HIGH WORK PRESSURE

INTERPRETATION

From the above table it is interpreted that number of respondents low salary benefits responses are 30%,low salary high work pressure responses are 43%,new opportunity responses are 14%,personal reason responses are 28%.

INFERENCE

Majority (43%)of the respondents Fromlow salary high work pressure.

TABLE 4.1.10 RAISES OCCUR IN TATA CONSULTANCY WHEN

S.NO	PARTICULARS	NO OF RESPONSES	PERCENTAGE
1	1 raise per year	39	39
2	Annual appraisal	15	14
3	Not frequently	25	23
4	Ones a year	36	34
TOTAL			100

COURSE;PRIMARY CODE

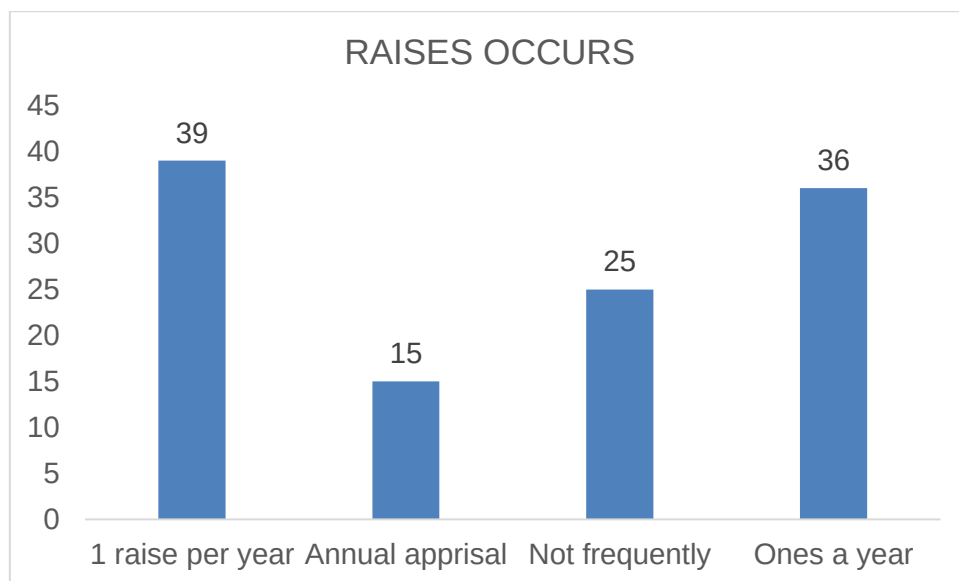


CHART TABLE 4.1.10RAISES OCCUR IN TATA CONSULTANCY

INTERPRETATION

From the above table it is interpreted that number of respondents 1 raise per year responses are 39%,annual appraisal responses are 15%,not frequently responses are 25%,one a year responses are 36%.

INFERENCE

Majority (39%)of the respondents From 1 raise per year

TABLE 4.1.11 IN HR INTERVIEW WALKING DRIVES OF CAMPUS DO THEY IN FORM ABOUT REJECTION

S.NO	PARTICULAR	NO OF RESPONDENCES	PERCENTAGE
1	Its informed later on	36	32.7
2	No rejection	27	30
3	They will inform	29	29
4	Yes they do	18	19
TOTAL			100

SORCE; PRIMARY CODE

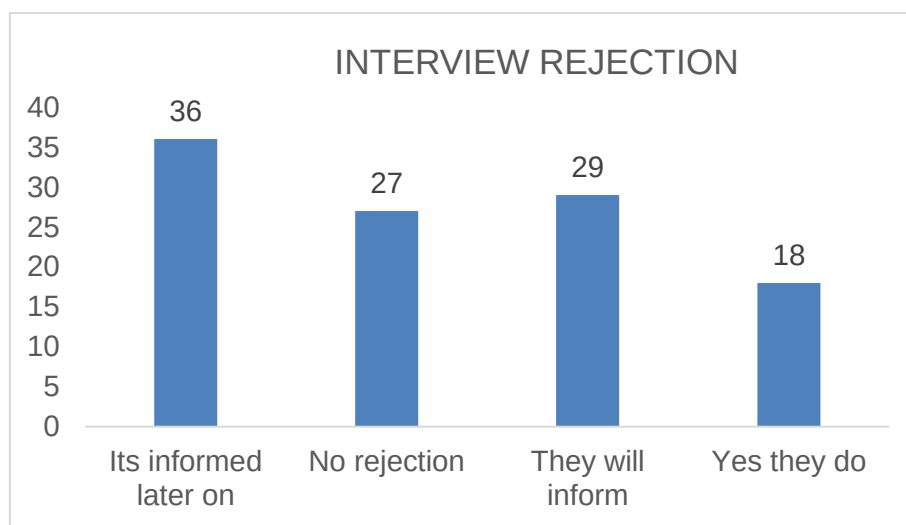


CHART TABLE 4.1.11INTERVIEW REJECTION

INTERPRETATION

From the above table it is interpreted that number of respondents its informed later on responses are 36%,no rejection response are 27%,they will inform responses are 29%,yes they do responses are 36%.

INFERENCE

Majority (36%)of the respondents From its informed later on.

TABLE 4.1.12 SUGGESION OF TATA CONSULTANCY SERVICE WHAT MANAGEMENT DO OTHERS NOT TO LEAVE

S.NO	PARTICULARS	NO OF RESPONSES	PERCENTAGE
1	Employees and relocation	24	21.8
2	Improve hikes	40	36
3	Nothing they are doing great	33	30
4	Risk about losing there in TCS	13	11.8
TOTAL			100

SOURCE; PRIMARY CODE

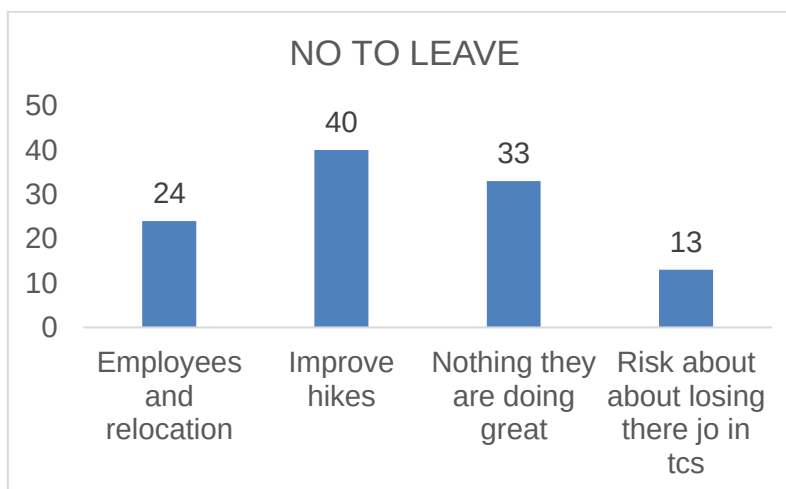


TABLE CHART 4.1.12 NO TO LEAVE

INTERPRETATION

From the above table it is interpreted that number of respondents employees and relocation response are 24%,improve hikes responses are 40%,nothing they are doing great responses are 33%,risk about about losing therejoin tcs responses are 13%.

INFERENCE

Majority (40%)of the respondents From improves hikes.

TABLE 4.1.13 PEOPLE TELL HOW THEY WORKED AT TATA CONSULTANCY

S.NO	PARTICULAR	NO OF RESPONDANCES	PERCENTAGE
1	Feel proud	26	25
2	It was fine with it	17	15
3	It was a over all good experience	59	57
4	Job security	8	7.2
TOTAL			100

SOURCE; PRIMARY CODE

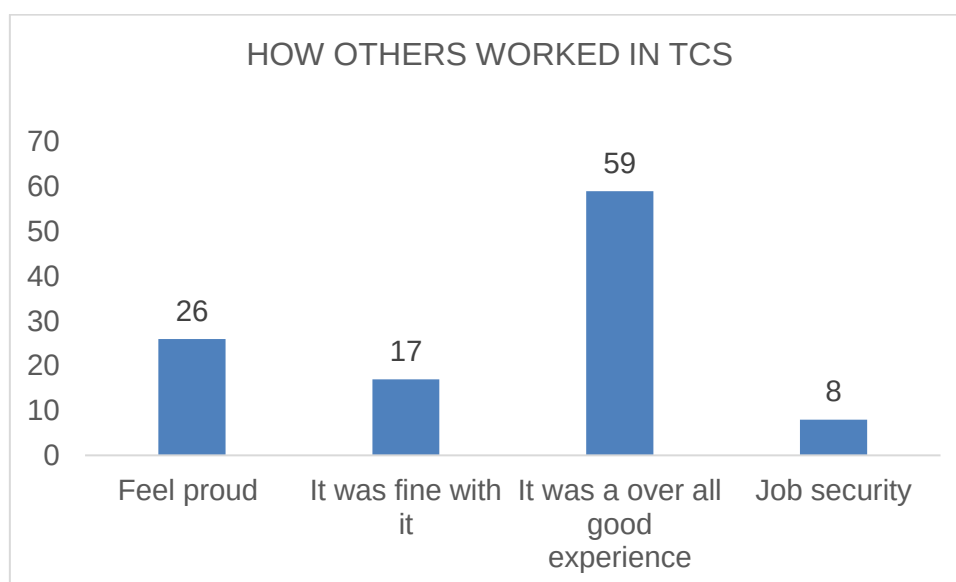


TABLE CHART 4.1.13 HOW OTHERS WORKED IN TCS

INTERPRETATION

From the above table it is interpreted that number of respondents feel proud responses are 26%, it was fine with it response are 17%, it was a overall good experiences responses are 26%, it was fine with it responses are 17%, it was a over all good experience responses are 59%, job security are 8%.

INFERENCE

Majority (59%) of the respondents From it was a over all good experience.

TABLE 4.1.14 BEST PART OF WORKING AT TATA CONSULTANCY SERVICE

S.NO	PARTICULAR	NO OF RESPONSES	PERCENTAGE
1	Growth with the company	50	47.9
2	I made some good friends	30	28.5
3	U.S citizen they was no best part	16	14.9
4	Work life balance food	14	13
TOTAL			

SOURCE ;PRIMARY CODE

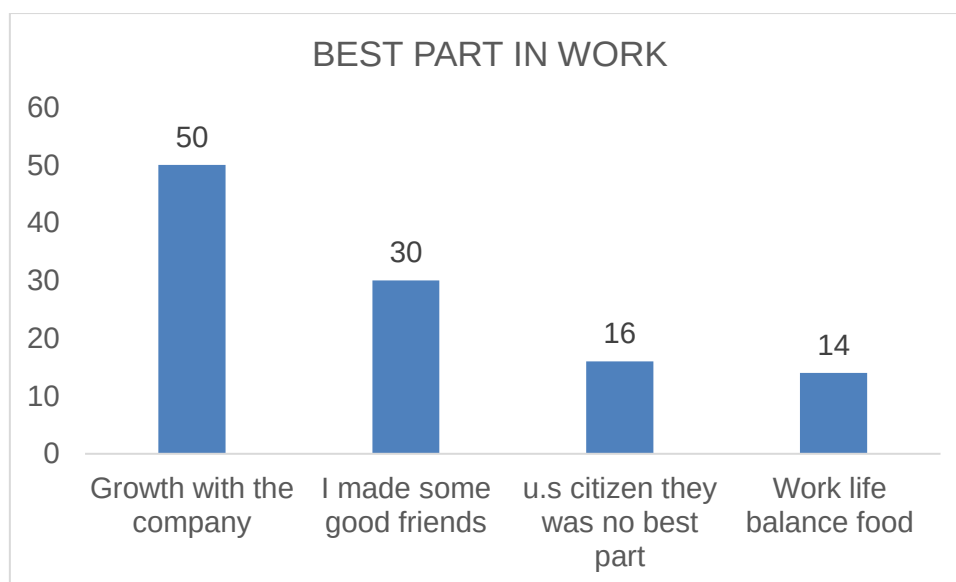


TABLE CHART 4.1.14 BEST PART IN WORK

INTERPRETATION

From the above table it is interpreted that number of respondents from growth with the company responses are 50%,I made some good friends are 30%,u.s citizen was no best part are 16%,work life balance food are 14%

INFERENCE

Majority (50%)of the respondents From Growth with the company.

TABLE 1.4.15 PEOPLE FEEL ABOUT FUTURE OF TATA CONSULTANCY SERVICE

S.NO	PARTICULAR	NO OF RESPONSES	PERCENTAGE
1	Good job work and job security	42	40
2	Its is not the company it was	36	33
3	It's a great platform to work in	17	16
4	TCS future is bright	15	13
TOTAL		110	100

SOURCE ;PRIMARY CODE

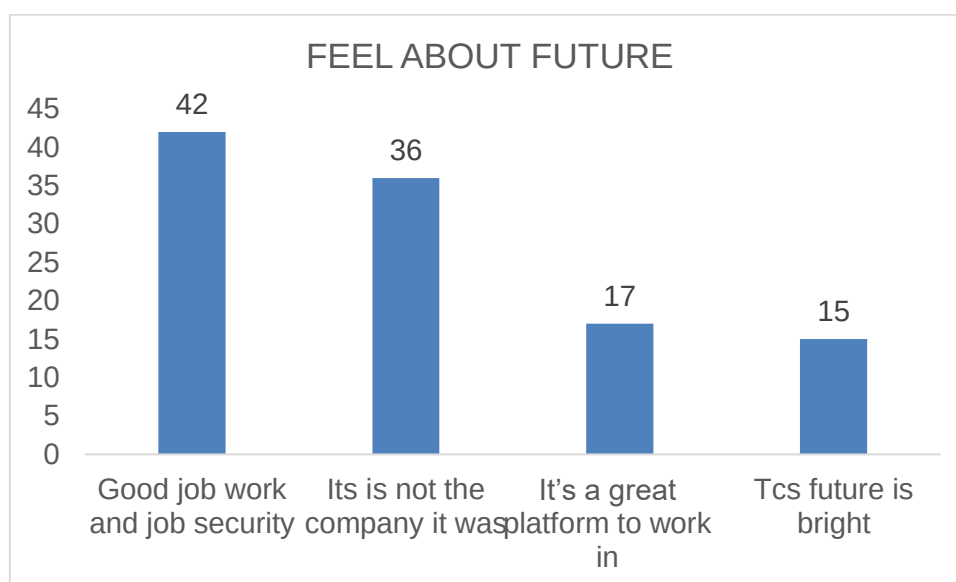


TABLE CHART 4.1.15 FEEL ABOUT FUTURE

INTERPRETATION

From the above table it is interpreted that number of respondents good job work and job security are 42%,its is not the company are 36%,its great platform to work are 17%,TCS future is bright 15%.

INFERENCE

Majority (59%)of the respondents From feel about future

TABLE 4.1.16 REMUNERATION PROCESS OF TCS

S.NO	PARTICULAR	NO OF RESPONSES	PERCENTAGE
1	Increase or decrease your salary	30	27
2	Just look elsewhere	36	33
3	TCS is good company to work	18	17
4	Will update as soon as I understand it	26	23
TOTAL		110	100

SOURCE;PRIMARY CODE

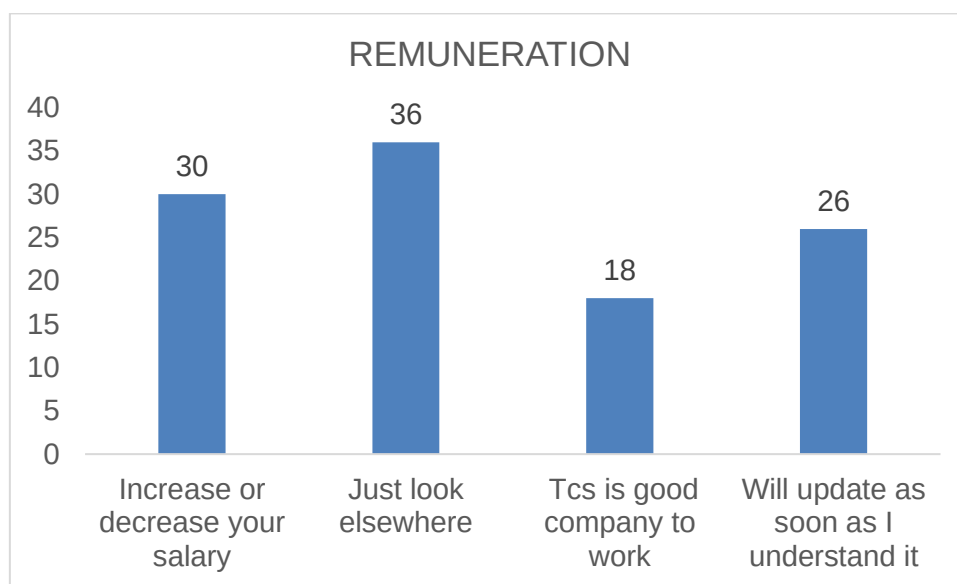


TABLE CHART 4.1.16 REMUNERATION

INTERPRETATION

From the above table it is interpreted that number of respondents increase or decrease your salary ARE 30%,just look elsewhere are 36%,tcs is good company are 18%,will update as soon as I understand it are 26%

INFERENCE

Majority (36%)of the respondents From remuneration

TABLE 4.1.17 HOW FLEXIBLE THEY WORKING HOURS AT TATA CONSULTANCY SERVICE

S.NO	PARTICULAR	NO OF RESPONSES	PERCENTAGE
1	Not at all	36	32
2	Not that much as u need to work	34	30
3	Regular 8hr per day	10	9.9
4	Unemployment will	30	27
TOTAL		110	100

SOURCE ;PRIMARY CODE

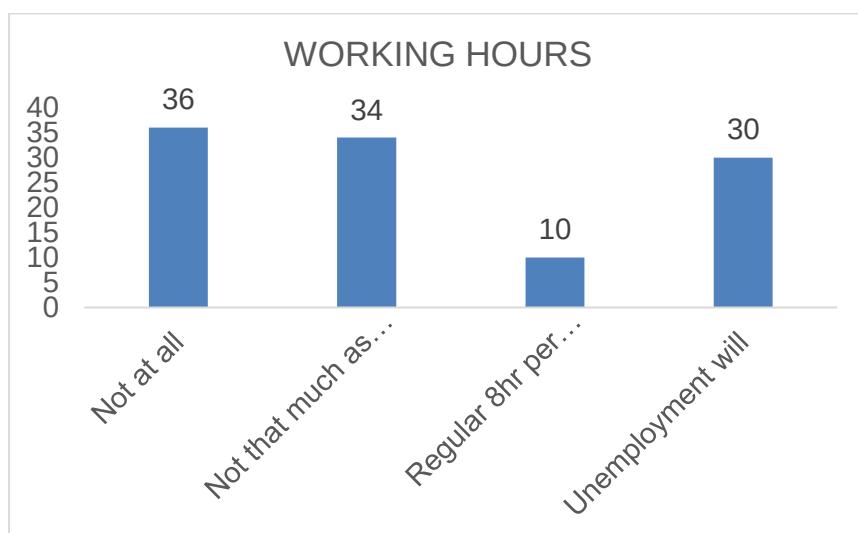


TABLE CHART 4.1.17 WORKING HOURS

INTERPRETATION

From the above table it is interpreted that number of respondents not at all are 36%,not that much as are 34%, regular are 10%,unemployment are 30%.

INFERENCE

Majority (36%)of the respondents From not at all

TABLE 4.1.18 SICK LEAVE POLICY OF TATA CONSULTANCY POLICY AND SICK LEAVES THEY GET PER YEAR

S.no	PARTICULAR	NO OF RESPONSES	PERCENTAGE
1	5 days a year	8	7
2	7 sick leaves a year	28	25
3	It is timeold	27	24
4	Sick leave is great policy	47	42
TOTAL			100

SOURCE;PRIMARY CODE

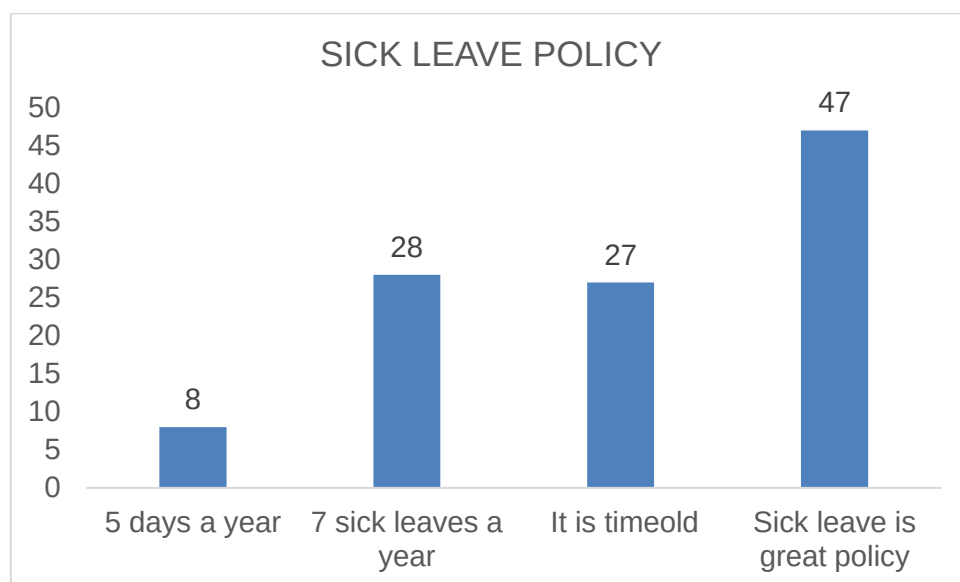


TABLE CHART 4.1.18 SICK LEAVE POLICY

INTERPRETATION

From the above table it is interpreted that number of respondents 5 days a year are 8%,7 sick leaves a year are 28%,it is time old are 27%,sick leaves is great policy are 47%.

INFERENCE

Majority (47%)of the respondents From sick leave policy.

TABLE 4.1.19 CAN A EUROPE PERSON GET JOB IN TATA

S.NO	PARTICULAR	NO OF RESPONSES	PERCENTAGE
1	A person from Indian can get job	29	26
2	No	25	22
3	Not sure	33	30
4	Very likely	27	24
TOTAL			100

SOURCE; PRIMARY CODE

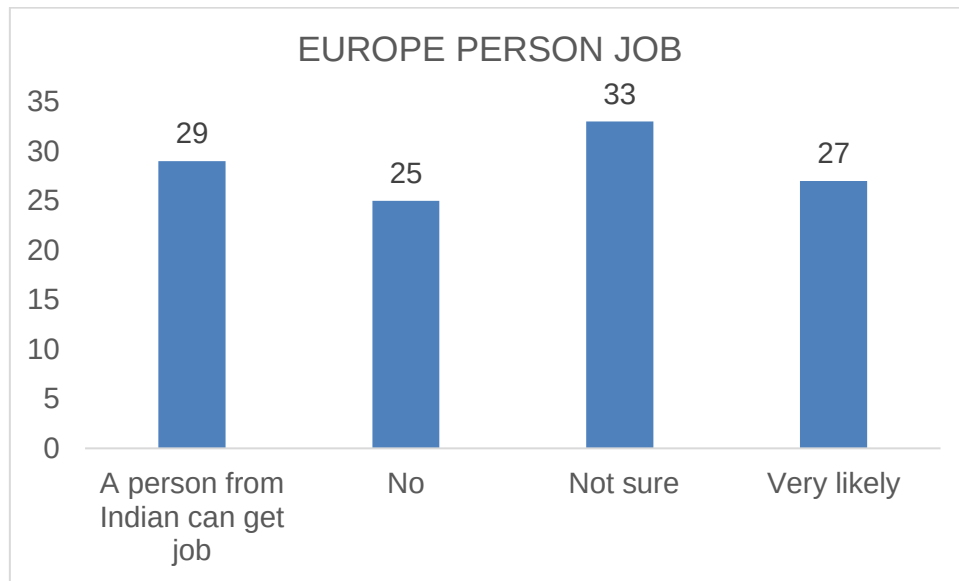


TABLE CHART 4.1.19

INTERPRETATION

From the above table it is interpreted that number of respondents a person from Indian can get job are 29%,no response are 25%,not sure responses are 33%,very likely responses are 27%.

INFERENCE

Majority (33%)of the respondents From not sure.

TABLE 4.1.20 INTERVIEWS PROCESS AT TATA CONSULTANCY PROCESS

S.NO	PARTICULAR	NO OF RESPONSES	PERCENTAGE
1	I had a phone interviews	20	18
2	It was a good	40	36
3	Technical and HR interviews	14	12
4	Telephonic and face to face	36	32
TOTAL			100

SOURCE;PRIMARY CODE

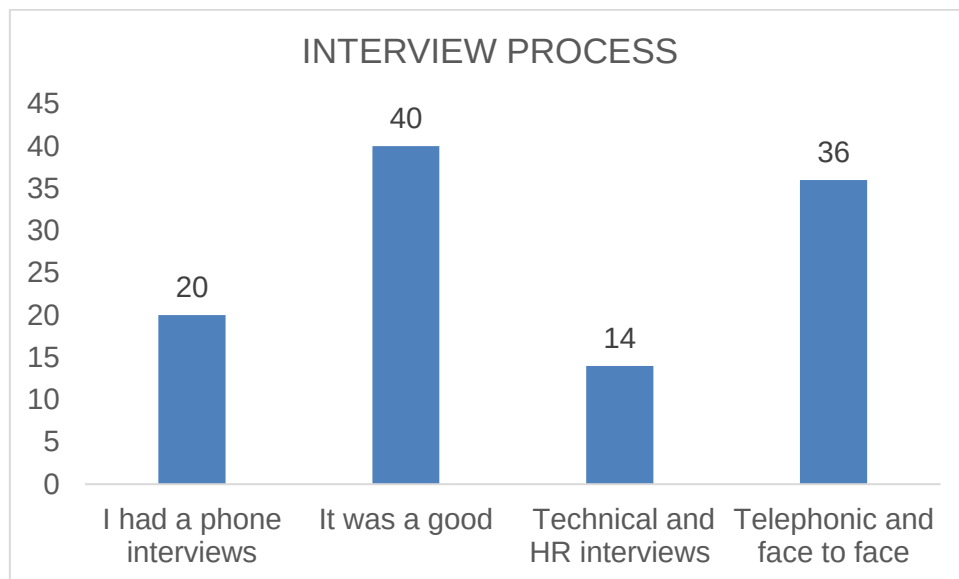


TABLE CHART 4.1.20 INTERVIEW PROCESS

INTERPRETATION

From the above table it is interpreted that number of respondents I had a phone interviews are 20%,it was a good are 40%,technical and HR interviews are 14%,telephones and face to face are 36%.

INFERENCE

Majority (40%)of the respondents From it was a good.

CHAPTER 5

1. Majority (50%) of the respondents are male
2. Majority (60%) of the respondents are unmarried
3. Majority (56%) of the respondents are 18-26.
4. Majority (35%) the respondents are 8 to 10
5. Majority (52%) of the respondents From 8.30 am to 6.00 pm
6. Majority (49%) of the respondents from actually pay bonus
7. Majority (38%) of the respondents From easy learning
8. Majority (54%) of the respondents From aptitude test
9. Majority (43%) of the respondents From low salary high work pressure.
10. Majority (39%) of the respondents From 1 raise per year
11. Majority (36%) of the respondents From its informed later on.
12. Majority (40%) of the respondents From improves hikes.
13. Majority (59%) of the respondents From it was a over all good experience
14. Majority (50%) of the respondents From Growth with the company.
15. Majority (59%) of the respondents From feel about future
16. Majority (36%) of the respondents From remuneration
17. Majority (36%) of the respondents From not at all
18. Majority (47%) of the respondents From sick leave policy.
19. Majority (33%) of the respondents From not sure.
20. Majority (40%) of the respondents From it was a good.

5.2 SUGGESTIONS

TCS provides its global, diverse workforce with a stimulating environment to aid both their personal and professional development. As on March 31, 2017, 387,223 employees worked with the company and its subsidiaries. Our workforce is predominantly young, with an average age of 29.7 years. TCS has been leveraging digital technologies extensively to reimagine its talent acquisition, talent development, and engagement functions.

5.3 CONCLUSION

Methodology of training generally depends upon the organizational goals and hence there cannot be 'one shoe fits all sizes foot' approach. These goals can be short, mid, or long term hence similarly the training has to be always progressive and a continuous momentum with ever-evolving organization structure and output in step with influencing factors (both internal and external). More than anything else the minds set of employees has to be made adaptive through such training to accept the evolution of the organization with time. Few methods as being followed by some organizations have been discussed however it is not full spectrum. The focus of training should remain the trainee and the organization in tandem, any one of these going astray in direction of achievement will need to be steered back. We have dwelled upon various facets of training and development in this short chapter. The to the main path, and hence such situations need the intelligent application of training methodology.

APPENDIX (questionnaire)

1) Name (enter your response)

2) Gender

- a) Male
- b) female

3) Martial status

- a) married
- b) unmarried

4) Age

- a) 18-26
- b) 26-34
- c) 34-42

5) On average, how many hours do you work a day at Tata Consultancy Services (TCS)?

- a) 10 to 14 non compensated
- b) 10 hr per day
- c) 8 to 10
- d) 8 to 12

6) How are the working hours at Tata Consultancy Services (TCS)?

- a) 8.30 am to 6.00 pm
- b) 9 hr per day
- c) Reasonable from 10am to 5 pm
- d) working hours around the clock

7) Why did you leave your job at Tata Consultancy Services (TCS)?

- a) customer services and supervisor role
- b) higher studies
- c) I want to pursue master
- d) less salary than expected

8) If you were in charge, what would you do to make Tata Consultancy Services (TCS) a better place to work?

- a) actually pay bonus
- b) arrange at least one time
- c) create a quick paced environment
- d) employees one minute talk

9) What benefits does Tata Consultancy Services (TCS) offer?

- a) easy learning
- b) health care
- c) health insurance
- d) poor compensation

10) How long does it take to get hired from start to finish at Tata Consultancy Services (TCS)? What are the steps along the way?

- a) 3 rounds interviews
- b) a final HR round
- c) aptitude test
- d) final round

11) If you were to leave Tata Consultancy Services (TCS), what would be the reason?

- a) low salary
- b) low salary high work pressure
- c) new opportunity
- d) personal reason

12) How often do raises occur at Tata Consultancy Services (TCS)?

- a) 1 raise per year
- b) annual appraisal
- c) not frequently
- d) once a year

13) After HR interview in walkin drive off campus , do they inform about rejection ?

- a) Its informed later on
- b) no rejection
- c) they will in form
- d) yes they do

14) What would you suggest Tata Consultancy Services (TCS) management do to prevent others from leaving?

- a) Employees and relocation
- b) Improve hikes
- c) Nothing they are doing great
- d) Risk about losing there job

15) How did you feel about telling people you worked at Tata Consultancy Services (TCS)?

- a) feel proud
- b) its was fine with it
- c) it was good experience overall
- d) job security

16) What is the best part of working at Tata Consultancy Services (TCS)?

- a) Growth with the company
- b) I made some good friends
- c) Us citizen they was no best part
- d) Work life balance food

17) How do you feel about the future of Tata Consultancy Services (TCS)?

- a) good job
- b) its is not the company
- c) its is great platform to work in
- d) tcs future is bright

18) What are the remuneration practice of tcs?

- a) Increases or decreases your salary
- b) Just look elsewhere
- c) Tcs is a good company to work
- d) Will update as soon as it understand

19) How flexible are your working hours at Tata Consultancy Services (TCS)?

- a) not at all
- b) not that much as u need it
- c) regular 8hr per day
- d) unemployment will

20) What is Tata Consultancy Services (TCS) sick leave policy? How many sick days do you get per year?

- a) 5 days a year
- b) 7 sick leaves a year
- c) it is time odd
- d) sick leave policy is great

