

# ABSTRACT

Tata Consultancy Services (TCS) is a global leader in information technology services, consulting, and business solutions. As a part of the Tata Group, one of India's largest and most respected business conglomerates, TCS has established a strong presence in the global IT industry. Founded in 1968 and headquartered in Mumbai, India, the company operates in over 50 countries and partners with some of the world's leading organizations to deliver cutting-edge digital and IT solutions.

TCS offers a wide range of services, including software development, infrastructure support, business process outsourcing, enterprise application services, cloud computing, artificial intelligence, machine learning, cybersecurity, and data analytics. These services are tailored to meet the unique needs of clients across various sectors such as banking and financial services, retail, manufacturing, telecom, education, and healthcare. The company's deep domain expertise and focus on innovation have helped clients navigate complex digital transformations and achieve business agility in an ever-changing technological landscape.

One of the defining characteristics of TCS is its commitment to quality, sustainability, and ethical business practices. The company follows a customer-centric approach and emphasizes building long-term strategic partnerships. TCS has also been at the forefront of promoting digital literacy, education, and community development through various social initiatives and corporate social responsibility (CSR) programs. It consistently invests in research and development to stay ahead in the fast-evolving tech world and has multiple innovation labs across the globe.

With a workforce of over 600,000 professionals, TCS is known for its inclusive work culture, emphasis on continuous learning, and strong employee engagement. It has been recognized globally for its efforts in promoting gender diversity, employee wellness, and environmental sustainability. Through its commitment to excellence and innovation, TCS continues to be a trusted technology partner for global enterprises and remains a symbol of India's IT strength and capability on the world stage.

The company is known for its innovation-driven approach and customer-centric philosophy, enabling organizations to successfully navigate digital transformation and improve operational efficiency. TCS emphasizes quality, sustainability, and ethical practices, and has established long-term relationships with many global enterprises. With a workforce of over 600,000 employees, TCS fosters a diverse and inclusive workplace, encouraging continuous learning and professional growth.

TCS is also deeply committed to social responsibility, contributing to education, digital literacy, and community development through various CSR initiatives. Its consistent focus on technology, talent, and trust has earned it a strong reputation as a reliable global technology partner. TCS continues to shape the future of digital services and remains a key driver of India's IT leadership worldwide.

S.NO	PARTICULARS	Pg No
1.	<b>CHAPTER 1:</b> <ul style="list-style-type: none"> <li>➤ INTRODUCTION</li> <li>➤ NEEDS FOR THE SCOPE</li> <li>➤ OBJECTIVES OF STUDY</li> <li>➤ RESEARCH METHODOLOGY</li> <li>➤ SCOPE OF THE STUDY</li> <li>➤ RESEARCH GAP</li> <li>➤ LIMITATIONS OF THE STUDY</li> <li>➤ METHODS OF STUDY</li> </ul>	6-19
2.	<b>CHAPTER 2:</b> <ul style="list-style-type: none"> <li>➤ LITERATURE REVIEW</li> </ul>	20-23
3.	<b>CHAPTER 3:</b> <ul style="list-style-type: none"> <li>➤ INDUSTRY PROFILE</li> <li>➤ COMPANY PROFILE</li> <li>➤ PRODUCT RANGE</li> </ul>	24-36
4.	<b>CHAPTER 4:</b> <ul style="list-style-type: none"> <li>➤ FINDINGS</li> <li>➤ CONCLUSION</li> <li>➤ SUGGESTIONS</li> </ul>	37-41
5.	<b>CHAPTER 5:</b> <ul style="list-style-type: none"> <li>➤ DATA ANALYSIS AND INTERPRETATION</li> </ul>	42-57
6.	<b>CHAPTER 6:</b> <ul style="list-style-type: none"> <li>➤ FINDINGS</li> <li>➤ CONCLUSION</li> <li>➤ SUGGESTIONS</li> </ul>	58-61
7.	<b>BIBLIOGRAPHY</b>	62-63

8.	ANNEXURE	64-67
----	----------	-------

# CHAPTER – 1

INTRODUCTION

OBJECTIVES OF THE STUDY

NEED OF STUDY

RESEARCH METHODOLOGY

# CHAPTER – 1

## 1.1 INTRODUCTION

Training and development refer to the process of improving employees' skills, knowledge, and abilities to enhance their performance and contribute to organizational success. Training focuses on equipping employees with the necessary skills for their current roles, while development aims at preparing them for future responsibilities and career growth. These initiatives are crucial for adapting to industry changes, fostering innovation, and improving overall efficiency. By investing in training and development, organizations can boost employee satisfaction, reduce turnover, and cultivate a skilled, motivated workforce that can drive long-term success.

Training and development play a crucial role in enhancing employee skills and driving organizational success. These programs are designed to equip employees with the necessary knowledge and capabilities to perform their current roles effectively while also preparing them for future career growth. Training typically focuses on job-specific skills, improving efficiency and productivity, while development programs aim to foster broader competencies such as leadership, problem-solving, and interpersonal communication. By investing in employee enhancement, organizations can boost performance, increase job satisfaction, and foster a culture of continuous learning. Moreover, these initiatives help employees adapt to changing technologies, stay competitive, and contribute to long-term business success, while also promoting higher employee retention and engagement.

These are the main essential for enhancing employee skills and supporting organizational growth. These programs help employees acquire job-specific knowledge and broader competencies, such as leadership and problem-solving, improving performance and productivity. Training ensures employees stay current with industry trends and technologies, while development initiatives prepare them for future roles within the company. By investing in employee enhancement, organizations foster a motivated, skilled workforce, increasing efficiency and innovation. This not only boosts employee satisfaction and loyalty but also contributes to long-term success by creating a culture of continuous learning and development.

## NEED OF THE STUDY:

### NEED OF THE STUDY: EMPLOYEE ENHANCEMENT SKILLS TRAINING AND DEVELOPMENT

WITH THE FAST-CHANGING AND COMPETITIVE BUSINESS WORLD TODAY, ORGANIZATIONS ARE FINDING THE STRATEGIC VALUE OF EMPLOYEE SKILLS DEVELOPMENT MORE IMPORTANT. WITH FAST-CHANGING TECHNOLOGIES, CHANGING JOB ROLES, AND THE INCREASED FOCUS ON INNOVATION AND EFFICIENCY, THE DEMAND FOR ONGOING TRAINING AND DEVELOPMENT HAS BECOME IMPERATIVE.

### SKILL GAPS AND PERFORMANCE ISSUES

MOST ORGANIZATIONS EXPERIENCE SKILL IMBALANCES THAT LIMIT PERFORMANCE AND PRODUCTIVITY. DETECTION AND RESOLUTION OF SUCH GAPS THROUGH SPECIFIC TRAINING CAN RESULT IN ENHANCED JOB PERFORMANCE AND ALIGNMENT WITH ORGANIZATIONAL OBJECTIVES.

### EMPLOYEE RETENTION AND SATISFACTION

TRAINING IS CLOSELY ASSOCIATED WITH EMPLOYEE ENGAGEMENT AND RETENTION. WORKERS WHO FEEL VALUED ARE MORE LIKELY TO STAY WITH THE ORGANIZATION, SAVING TURNOVER COSTS AND CREATING A POSITIVE WORK CULTURE.

### ADAPTATION TO TECHNOLOGICAL CHANGES

WITH THE ADVENT OF NEW TECHNOLOGIES, THERE IS A NEED FOR ONGOING LEARNING. TRAINING HELPS EMPLOYEES STAY COMPETENT AND ASSURED IN WORKING WITH NEW TOOLS, PLATFORMS, AND PROCESSES.

### INCREASED ORGANIZATIONAL COMPETITIVENESS

TRAINED EMPLOYEES HELP IN INNOVATION, INCREASED EFFICIENCY, AND IMPROVED CUSTOMER SERVICE, MAKING THE ORGANIZATION MORE COMPETITIVE.



## PERSONAL AND PROFESSIONAL DEVELOPMENT

TRAINING AIDS NOT ONLY ORGANIZATIONAL GOALS BUT ALSO AIDS IN EMPLOYEE PERSONAL AND CAREER GROWTH, LEADING TO IMPROVED JOB SATISFACTION AND MORALE.

## LEGAL AND COMPLIANCE NEEDS

IN CERTAIN INDUSTRIES, TRAINING IS REQUIRED TO COMPLY WITH INDUSTRY STANDARDS OR THE LAW. ONGOING DEVELOPMENT PROGRAMS GUARANTEE THAT THE ORGANIZATION AND ITS STAFF REMAIN CURRENT WITH REGULATION.

## 1.2 OBJECTIVES OF STUDY

### **Objectives of the study**

- To know the importance of human resource training of TATA Consultancy.
- To explore human resource practices at TATA Consultancy.

To study expenditure on human resource training at TATA Consultancy.

### 1.3 RESEARCH METHODOLOGY

#### **Research Methodology**

Data can be classified under two categories depending upon source utilized.

These categories

are:

- Primary Data
- Secondary Data

#### **Primary Data:**

The study is largely based on the primary data which has been collected through the structured Questionnaire Method.

The secondary sources of data have been collected and used in the project.

#### **Secondary Data:**

This type of data has already been collected by someone else and has already passed through statistical process. This type of data has been collected from the following resources:

Sources of Collection of Secondary Data:

- Web browser
- Books
- Journal
- Thesis
- News Papers
- Magazines etc, for the study. Secondary data has been used for the research.

## RESEARCH GAP

In today's dynamic and highly competitive business environment, organisations are constantly seeking ways to improve their performance, productivity and adaptability. One of the most crucial factors that contribute to an organisation's success is the quality and capability of its employees . To remain competitive among the companies or organisations outside , companies must ensure that their employees possess the necessary skills, knowledge and communication to meet current and future job demands. This program plays a vital role

### 1.Relevance in modern work place :-

As technology evolves and business practices change , the skills requirements, the skills requirements for jobs also change . Employees need to be required with new skills and update knowledge regularly. This makes the study highly relevant to the contemporary.

### 2.Enhancing Employee performance :-

Training provides employees with specific knowledge and skills that are essential to perform their jobs effectively. A well structured training and development program leads to : improved job performance greater efficiency and productivity reduces errors and work place accidents .This study aims to evaluate how effective such programs are in enhancing the performance and capabilities of employees

Conclusion : the study of training and development programs and their impact on employee skills enhancement is essential for understanding how to mature a competent motivated and high performing employee workforce. It aligns with organizational goals of continuous improvement and provides a strategic value in today's knowledge based economy. This project not only contributes to academic learning but also offers practical benefits to the organisations involved.

## 1. Organizational Context

Focus: TCS as a top global IT services firm.

Relevance: With constant technological changes, ongoing upskilling of employees is essential.

Need: To remain competitive, ensure client satisfaction, and fuel innovation.

## 2. Areas of Employee Development

Technical Skills: Programming, data analytics, cloud computing, cybersecurity, AI/ML.

Soft Skills: Communication, leadership, teamwork, time management.

Domain-Specific Training: Industry-specific knowledge (e.g., BFSI, healthcare, retail).

Behavioral Training: Ethics, workplace behavior, emotional intelligence.

## 3. Types of Training Programs Covered

Onboarding Training: For induction of new employees in order to acclimatize them in the company culture and procedures.

Leadership Development Programs: For development of future leaders (e.g., Elevate, iON learning).

E-learning Platforms: Utilization of TCS iON, LMS within the organization, and collaboration with Coursera, edX, etc.

Continuous Learning Models: Agile learning, microlearning, mentorship.

#### 4. Employee Categories Covered

Entry-Level Employees (Freshers)

Mid-Level Professionals

Senior Management

Technical vs. Non-Technical Staff

#### 5. Measurement of Effectiveness

Performance Metrics: Pre- and post-training performance analysis.

Feedback Systems: Employee feedback, trainer ratings.

Return on Investment (ROI): The relationship between training and project success/client satisfaction.

Career Progression: Promotions, internal career movement, and retention levels.

#### 6. Time Frame and Geography

Time Period: May span 1–5 years depending on the research.

Geographical Extent: Worldwide vs. individual TCS offices (e.g., India, North America, Europe).

## 7. Impact Assessment

Decreased Skill Gap

Employee Satisfaction and Motivation

Organizational Growth and Productivity

Adaptability to New Technologies

## 8. Limitations of the Study

May exclude confidential internal training statistics.

Access to the data on employee performance could be restricted.

Generalizability confined to TCS and other similar large-scale IT company

Conclusion : the study of training and development programs and their impact on employee skills enhancement is essential for understanding how to mature a competent motivated and high performing employee workforce.

It aligns with organizational goals of continuous improvement and provides a strategic value in today's knowledge based economy.

This project not only contributes to academic learning but also offers practical benefits to the organisations involved

**Limitations** of study and development programs on employee skill enhancement at Tata Consultancy Services (TCS), a global IT services company known for its large-scale workforce and structured learning and development initiatives:

### 1. Standardization vs. Personalization

Limitation: Programs are often standardized to fit a broad audience, which may not align with every employee's individual skill level, learning style, or career goals.

Impact: Employees may not feel engaged or may find the content too basic or too advanced.

### 2. Time Constraints and Workload

Limitation: Employees frequently struggle to balance project deadlines with participation in training programs.

Impact: Reduced participation, rushed learning, or incomplete modules, which limits actual skill enhancement •

### 3. Limited Real-world Application

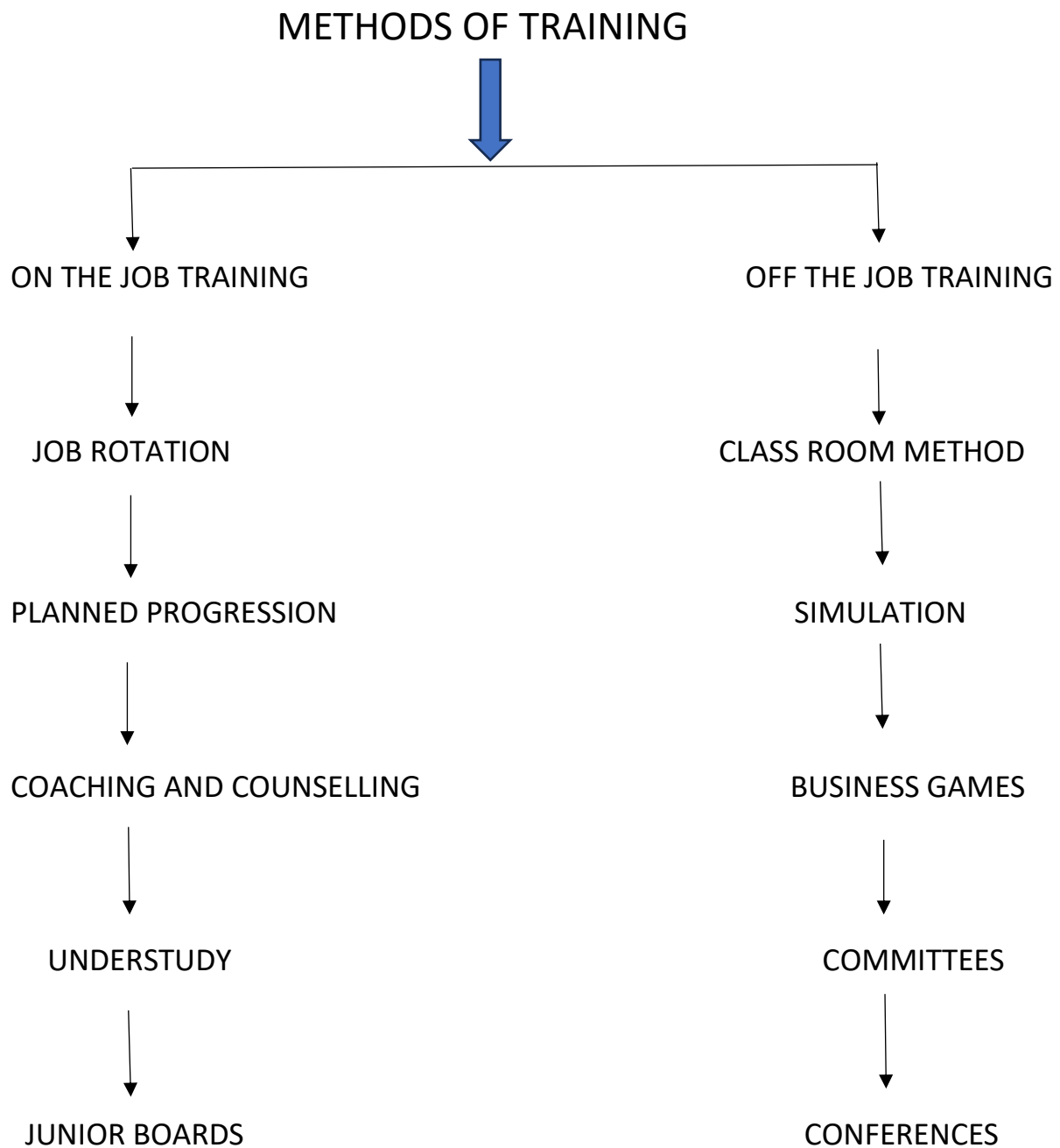
Limitation: Some training modules are theoretical and not immediately applicable to live projects.



Impact: Skills learned may become stale before employees get a chance to use them in real work.

#### 4. One-size-fits-all Curriculum

Limitation: Programs may not be tailored to specific domains (e.g., AI, cybersecurity, DevOps) or industry verticals



## TRAINING

- >Increasing knowledge and skills.
- >Doing a profitable job.
- >Useful for both employee and organisation.
- >different from development.

## EXAMPLE :

# Introduction

# Internship

# Vestibule training

# Apprenticeship



what are the major types of training programs available & how does the training effect the employee, in regard performance & mark.

\*Training needs Assessment.

\*Training Evaluation.

\*Employee Engagement and motivation.

\*Performance management.

\*Return on Investment (ROI)

These Factors are essential for creating a comprehensive and impactful training and development program that contributes to employee skill enhancement and organisation success.

# CHAPTER – 2

## REVIEW OF LITREATURE

## CHAPTER -2

### 2.1 REVIEW LITREATURE

TATA Consultancy Services (TCS) focuses on gathering and synthesizing the existing body of research related to the company's operations, strategies, employee training and development programs, and other relevant aspects. The review should provide a comprehensive understanding of the context in which TCS operates, its corporate strategies, and how it manages its human resources, especially in terms of skill enhancement.

1) 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.

2) Moses Daniel (2013) in order to financial status Tata consultancyLtd 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.

3) 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'.

4) Mohammad and Email Davoudi (2013) in their study examined the relationship between working capital management and profitability hundred forty 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.

5) (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.

6) TATA McGraw-Hill Publishing Company Limited, 2000 ) 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).

7) 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.

8) 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.

9)Neil dealt (2009) and Carey (2007) with setting standards and diagnosing training needs with surrogate job performance measures. The study addressed how surrogates would be useful in setting classification standards. Virtually, identical standards were computed using hands on performance test. Job knowledge tests were conducted and analysed for their usefulness in diagnosing training needs.

10) Cagri Bulut and Osman Culha (2010) “ The effects of organisations Training on organisational commitment” this empirical study investigated the impact of organisational training on employee commitment focusing on employee’s emotional and affective responses towards their organisation. Organisation training is conceptualized with in a multidimensional framework consisting of motivation for training. Benefits from training and supports for training.

11)Catha Jones & Sarah Brown (2008) conducted effectiveness of training & development in skill smart retail, London. The research confirmed that training is less popular amongst smaller employees & independent single stores. It concluded that must encourage the smaller independent stores to increase training levels.

12) Leach and James (2011) outlined the characteristics of excellent trainers based on a psychological and interpersonal profile. They indicated that personal characteristics of excellent trainers are different from the general population and the young trainers are more aggressive as compared to the more mature ones.

13) Charles (2016) and Likins, Marilyn, Salzburg (2012) analyzed co – worker implemented job training. The use of co incidental training and quality control checking was also analyzed in detail. Findings suggested that co – workers could use co -incidental training approach to teach trainees a complex task without substantially decreasing their own production.

14) Partlow, 1996 The term ‘training’ points the process involved in increasing the aptitude skills, knowledge Abilities of the employees to perform specific jobs, Training helps In updating old talents and developing new ones.

15) 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 in top here way back in 1973

CHAPTER – 3

INDUSTRY PROFILE

COMPANY PROFILE

PRODUCT RANGE



## CHAPTER - 3

### 3.1 INDUSTRY PROFILE



#### a. TCS campus at SIPCOT, CHENNAI

##### Industry Profile of TATA Consultancy Services (TCS)

##### Company Overview:

**Company Name:** TATA Consultancy Services (TCS)

- **>Industry:** Information Technology (IT) and Consulting
- **>Headquarters:** Mumbai, India
- **>Founded:** 1968
- **>Parent Company:** TATA Group
- **>CEO & Managing Director:** K Krithivasan (as of March 2025)
- **>Employees:** Over 500,000 (2024 estimate)
- **>Revenue:** Approximately \$27 billion (2023-2024)

TCS is one of the largest global IT services and consulting companies, offering services in areas such as IT consulting, software development, enterprise solutions, systems integration, business solutions, and IT infrastructure management.

**TATA Consultancy Services (TCS)** is an Indian multinational technology company specializing in information technology services and consulting. Headquartered in Mumbai, it is a part of the TATA Group and operates in 150 locations across 46 countries. It is the second-largest Indian company by market capitalization.

As of 2024, TCS is ranked seventh on the Fortune India 500 list. In September 2021, TCS recorded a market capitalization of US\$200 billion, making it the first Indian IT company to achieve this valuation. In 2012, it was the world's second-largest user of U.S. H-1B visas..

In 2024, parent company TATA Sons owned 71.74% of TCS, and close to 80% of TATA Sons' dividend income came from TCS. TCS achieved Major Milestone Becoming the 2nd Global IT Services Brand to Cross \$20Bn In Brand Value in 2025.

### **Global Presence & Market Reach**

- TCS operates in over 46 countries, with a significant presence in North America, Europe, Asia, and the Middle East.
- The company serves large multinational corporations, small and medium enterprises (SMEs), and government institutions.
- TCS' main delivery centers are located in India, but it also has major operations in the US, UK, Europe, and various parts of Asia Pacific.

### **Key Industries Served**

TCS operates in multiple industries, providing tailored solutions based on industry needs. Some of the major industries served by TCS include:

#### **1) Banking and Financial Services**

Digital banking solutions

Risk & compliance solutions

Wealth management platforms

## **2)Healthcare and Life Sciences**

Healthcare IT solutions

Research & development for pharmaceuticals

Regulatory compliance services

## **3)Retail and Consumer Goods**

E-commerce solutions

Customer experience management

Supply chain and logistics management

## **4)Telecom and Media**

Network operations and management

Digital content & media solutions

Telecom OSS/BSS

## **5)Manufacturing and Energy**

Smart factory solutions

IoT-enabled systems

Energy management and sustainability

## **6)Public Services**

Government IT services

Smart city projects

E-governance solutions

## **7)Automotive and Transportation**

- Autonomous vehicle software development
- Connected car technologies
- Mobility solutions

•



# **TATA CONSULTANCY SERVICES**

## **HISTORY:**

**(1968–2000)**

**TCS Delta Park in Salt Lake Sector-V, Greater Kolkata**

**TATA Consultancy Services Limited, originally known as TATA Computer Systems, was established in 1968 by TATA Sons Limited. The company's initial contracts involved providing punched card services to its sister company TISCO (now TATA Steel), developing an Inter-Branch Reconciliation System for the Central Bank of India, and offering bureau services to the Unit Trust of India.**

**In 1975, TCS implemented an electronic depository and trading system named SECOM for Swiss company SIS SegalInterSettle. It also developed System X for the Canadian Depository System and automated the Johannesburg Stock Exchange. TCS also partnered with the Swiss firm TKS Teknosoft, which it later acquired.**

**In 1980, TCS established India's first dedicated software research and development center, the TATA Research Development and Design Centre (TRDDC), located in Pune. The following year, it created India's first client-dedicated offshore development centre, established for Tandem.**

**Anticipating the Y2K bug and the introduction of the unified European currency (Euro), TATA Consultancy Services developed a factory model for Y2K conversion. The company also created software tools to automate the conversion process and facilitate implementation by third-party developers and clients. In late 1999, TCS introduced**

**Decision Support System (DSS) solutions to the domestic market. In 1999, the company also registered its first tagline, “Beyond the Obvious.”**



**TCS Delta Park in Salt Lake Sector-V, Greater Kolkata**



## **TCS CAMPUS IN LUCKNOW.**

### **2001–2019**

TCS campus in Lucknow

In 2001, TCS entered the bioinformatics segment, and three years later, launched India's first bioinformatics product.

In 2003, TCS became the first Indian IT company to record \$1 billion in revenue. On 25 August 2004, TCS became a publicly listed company after its initial public offering.

In July 2005, TATA Infotech, which was until then a different IT subsidiary of TATA Sons, merged with TCS in a stock swap deal. Later that year, TCS changed its tagline from “Beyond the Obvious” to “Experience Certainty”.

In 2006, TCS developed an ERP system for the Indian Railway Catering and Tourism Corporation. By 2008, its e-business operations were generating over US\$500 million in annual revenue.

In 2011, TCS entered the small and medium enterprises market with cloud-based solutions. On the final trading day of 2011, it surpassed RIL to achieve the highest market capitalization of any India-based company. In the 2011–12 fiscal year, TCS achieved annual revenues exceeding US\$10 billion for the first time.

In May 2013, TCS was awarded a six-year contract valued at over ₹11 billion (US\$130 million) to provide services to the Indian Department of Posts. In 2013, the company moved from 13th to 10th place on the list of global IT services companies by revenue. In July 2014, it became the first Indian company to exceed ₹5 trillion (US\$81.93 billion) in market capitalization.

In January 2015, TCS became India's most profitable company, ending Reliance Industries Limited's 23-year streak.



In January 2017, TCS announced a partnership with Aurus, a payments technology company, to deliver payment solutions for retailers through TCS OmniStore, a pioneering unified store commerce platform. The same year, TCS China entered into a joint venture with the Chinese government.

In March 2018, TATA Sons sold TCS shares worth \$1.25 billion in a bulk transaction.

In 2019, TCS received four Stevies at the American Business Awards.

### **2020–present**

On 8 October 2020, TCS surpassed Accenture in market capitalization, becoming the world's most valuable IT company with a market capitalization of over \$144 billion. On 25 January 2021, TCS briefly reclaimed the title of the world's most valuable IT company from Accenture with a market cap of \$170 billion. On the same day, TCS also became India's most valuable company, surpassing Reliance Industries.

In May 2021, TCS, in collaboration with its consortium partner Neurotechnology, was selected by the Unique Identification Authority of India (UIDAI) to provide biometric technology for the Aadhaar digital ID program. The Aadhaar program, which has a database of over 1.3 billion citizens, has been described by World Bank Chief Economist Paul Romer as the “most sophisticated ID program in the world.”

In October 2021, N. Ganapathy Subramaniam, the COO of TCS, announced that its platforms and products business, including its SaaS-based platforms, is valued at approximately \$3 billion. He noted that 95% of the deals won by TCS between October 2020 and October 2021 were for its cloud and SaaS platforms.

In 2021, TCS underwent a millennial rebranding, and the company updated its tagline from “Experience Certainty” to “Building on Belief”. In 2021, TATA Consultancy Services was also one of the largest job providers in India, hiring 43,000 new employees in the first half of the fiscal year 2021

TATA Consultancy Services, Deccan Park campus in Hyderabad



## 3.2 COMPANY PROFILE OF TATA CONSULTANCY

### **TATA Consultancy Services (TCS) - Company Profile**

**Company Name:** TATA Consultancy Services Limited (TCS)

**Industry:** Information Technology (IT) Services and Consulting

**Headquarters:** Mumbai, Maharashtra, India

**Founded:** 1968

**Parent Company:** TATA Group

**CEO & Managing Director:** K Krithivasan (as of March 2025)

**Employees:** Over 500,000 (2024 estimate)

**Revenue:** Approximately \$27 billion (FY 2023-2024)

**Stock Ticker:** TCS (listed on the Bombay Stock Exchange and National Stock Exchange of India)

**Website:** [www.tcs.com](http://www.tcs.com)

### **Company Overview:**

TATA Consultancy Services (TCS) is a leading global IT services, consulting, and business solutions company that has been a part of the prestigious TATA Group since its inception in 1968. Headquartered in Mumbai, India, TCS has grown into one of the largest and most valuable IT services companies worldwide, with a presence in over 46 countries and a workforce of more than 500,000 employees.

The company is known for offering a comprehensive range of services, including IT consulting, software development, business process outsourcing (BPO), and systems integration. TCS's solutions span across diverse industries such as banking and financial services, telecommunications, healthcare, retail, and public services.

**TATA Consultancy Services Limited (TCSL)** is a leading Public Limited Indian Non-Government Company incorporated in India on 19 January 1995 and has a history of 30 years and one month. Its registered office is in Mumbai, Maharashtra, India.

It is listed on the Bombay Stock Exchange(BSE) under the ticker symbol 532540 and on the National Stock Exchange(NSE) under TCS.

The Corporate was formerly known as Rr Donnelley (I) Ltd. The Company is engaged in the Information Technology Industry.

The Company's status is Active, and it has filed its Annual Returns and Financial Statements up until 31 March 2024. It's a company limited by shares with an authorized capital of Rs 565.08 Cr and a paid-up capital of Rs 361.81 Cr



TATA Consultancy Services (TCS) is one of the largest private-sector employers in India, and ranks as the fourth-largest employer overall, following Indian Railways, Indian Army, and India Post. As of 8 July 2022, TCS had over 600,000 employees. As of 31 March 2013, the number of non-Indian nationals employed by TCS was 21,282, representing 7.7% of the workforce.

In 2008, TCS was the fifth-largest recipient of H-1B visas in the United States, following Infosys, Cognizant, Wipro, and Satyam. In 2012, TCS and other TATA Group companies were the second-largest recipients of H-1B visas.

Subramaniam Ramadorai, the former CEO of TCS, authored an autobiographical book titled *The TCS Story...and Beyond* about his experiences with the company.

#### List of CEOs

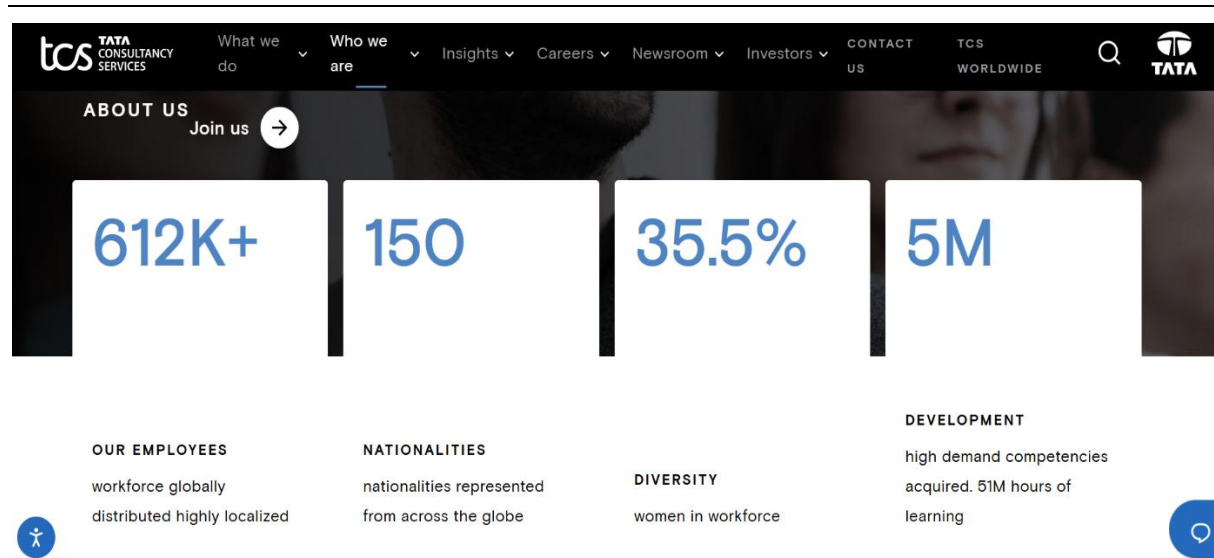
- 
- F. C. Kohli, co-founder and first CEO and MD of TCS from 1968 to 1996, known as the “Father of the Indian IT Industry”
  - Subramaniam Ramadorai, CEO and MD of TCS from 1996 to 2009, and Vice-Chairman until 6 October 2014
  - Natarajan Chandrasekaran, COO, Executive Director, and CEO of TCS from 2009 to 2017
  - Rajesh Gopinathan, CEO and MD of TCS from 2017 to May 2023
  - K. Krithivasan, CEO and MD of TCS since 1 June 2023
- 

The company currently has active open charges Total ₹5,786.43 Cr. The company has closed loans amounting to ₹7,687.39 Cr, as per Ministry of Corporate Affairs (MCA) records.

The Key Managerial Personnel (KMP) at TATA Consultancy Services Limited India are Kunchitham Krithivasan as Ceo, Yashaswin Sheth as Company Secretary, and Samir Seksaria as Cfo. Keki Mistry, Chandrasekaran Natarajan, Al Ramji, and Four other members serve as directors at the Company.

TATA Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world’s largest businesses in their transformation journeys for over 56 years. Its consulting-led, cognitive powered, portfolio of business, technology and engineering services and solutions is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the TATA group, India's largest multinational business group, TCS has over 601,000 of the world's best-trained consultants in 55 countries. The company generated consolidated revenues of US \$29 billion in the fiscal year ended March 31, 2024, and is listed on the BSE and the NSE in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index.



### 3.3 PRODUCT RANGE OF TCS

#### **TATA Consultancy Services (TCS)**

TATA Consultancy Services, founded in 1968, is a top IT services and business solutions company. It offers innovative technology to clients in various industries. With over fifty years of experience, the company uses its expertise, global reach, and skilled employees to help organizations succeed digitally. Since then, TCS has significantly contributed to the growth of Hyderabad's IT industry and supported the local community. TCS is part of the TATA Group and focuses on integrity, excellence, and customer satisfaction. Here is an overview of its wide range of worldwide services and solutions to stakeholders.

Finding Multibagger stocks is important for building wealth. Discover potential multibaggers at [Discovery](#)

#### **Q1.What are the products and services of TATA Consultancy Services?**

- **Artificial Intelligence:** Cutting-edge AI solutions tailored to various industries.
- **Cloud:** Comprehensive cloud services for seamless digital transformation.
- **Cognitive Business Operations:** Leveraging cognitive technologies for efficient business processes.
- **Consulting:** Strategic advisory and consulting services for business optimization.
- **Cybersecurity:** Robust cybersecurity solutions to safeguard digital assets.
- **Data and Analytics:** Advanced analytics solutions for data-driven decision-making.
- **Enterprise Solutions:** Tailored solutions to enhance enterprise efficiency and agility.
- **IoT and Digital Engineering:** Innovative IoT and engineering solutions for digital innovation.
- **Sustainability Services:** Sustainable business practices integration for long-term growth.
- **TCS Interactive:** Interactive digital experiences to engage customers effectively.

Investing has built huge wealth for several HNI investors.

#### **Cloud Partnerships:**

- TCS and AWS Cloud
- TCS Enterprise Cloud
- TCS and Google Cloud
- TCS and Microsoft Cloud

#### **Products and Platforms:**

- **TCS ADD™**: Advanced Data and Analytics Platform for actionable insights.
- **TCS BaNCS™**: Comprehensive banking and financial solutions platform.
- **TCS BFSI Platforms**: Tailored platforms for the banking and financial sector.
- **TCS CHROMA™**: Integrated digital content creation and management platform.
- **TCS Customer Intelligence & Insights™**: Customer-centric insights platform.
- **TCS ERP on Cloud**: Cloud-based ERP solutions for efficient operations.
- **ignio™**: AI-driven automation platform for IT and business operations.
- **TCS HOBS™**: Home and Business Solutions for connected living.
- **TCS Intelligent Urban Exchange™**: Urban management platform for smart cities.
- **TCS OmniStore™**: Unified commerce platform for seamless customer experiences.
- **TCS Optumera™**: Retail optimization platform for enhanced performance.
- **TCS TAP™**: Talent Acquisition Platform for streamlined hiring processes.
- **Quartz™ – The Smart Ledgers™**: Blockchain-based smart ledger solutions.
- **TCS TwinX™**: Twin automation platform for enhanced operational efficiency.
- **TCS MasterCraft™**: Integrated software engineering platform for accelerated development.
- **Jile™**: Agile DevOps platform for collaborative software development.
- **TCS iON™**: Integrated business solutions platform for SMEs and educational institutions.

## **Q2. Who are the promoters of TATA Consultancy Services?**

TATA Sons Chairman, Mr N. Chandrashekan serves as the Chairman (Non Independent, Non Executive directors. Mrs. Aarti Subramanian serves as the Non-Executive Director of the company. K. Krithivasan serves as the CEO of the company.

## **Q3. Who are the major clients of the TATA Consultancy Services?**

TCS is a services-based IT corporation with a wide range of clients spread across several industries, including government, BFSI, manufacturing, retail, and telecom. General Electric, Morgan Stanley, SBI, UBC, Jaguar Land Rover, Fidelity, SBI, Vodafone India, and many more are among TCS's prominent clients.

# CHAPTER – 4

## MARKET STRATEGY

### OF

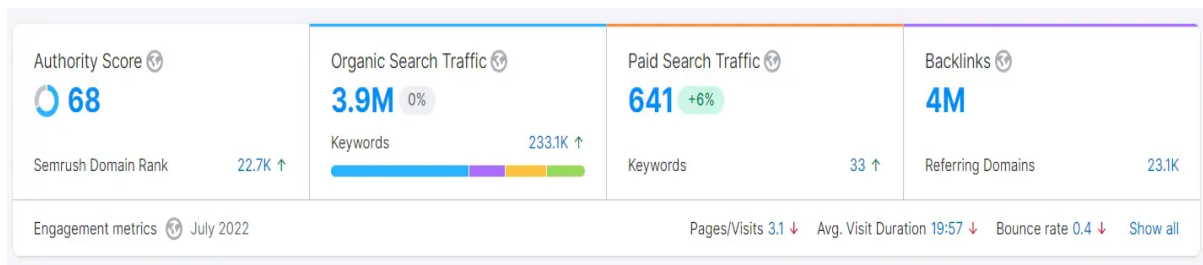
## THE COMPANY

## 4. MARKET STRATEGY OF THE TCS COMPANY.

let's begin by first analysing TCS' SEO strategies and how they optimise their website for better rankings and visibility.

### TCS' Website Strategies

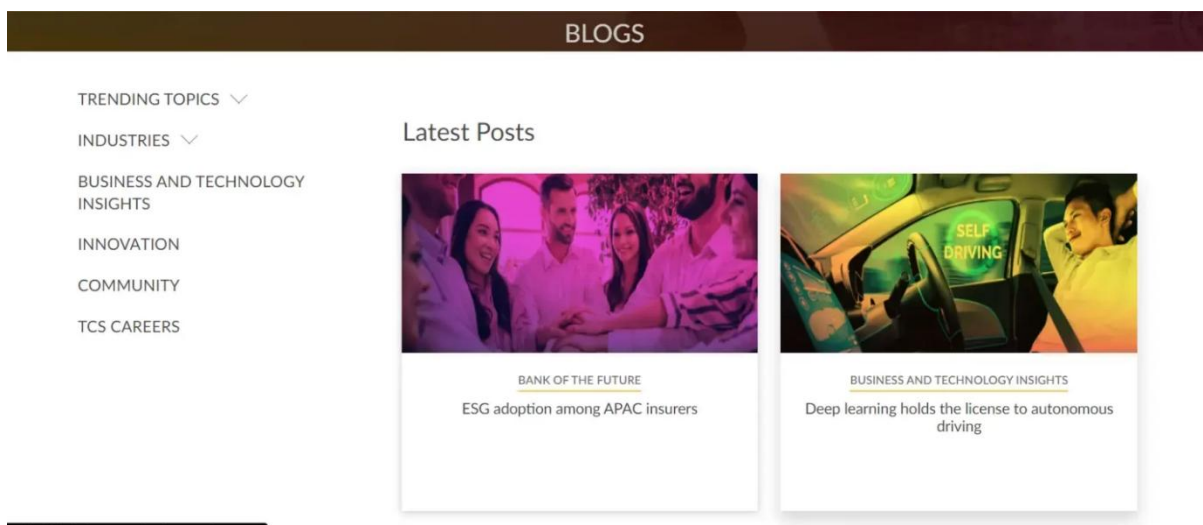
TCS' website has an **authority score of 68** and receives **3.9 million worth of organic search traffic** each month. They also use paid ads to get about **641 paid search traffic**. TCS' website also receives **4 million backlinks**.



### TCS' On-page SEO Strategies

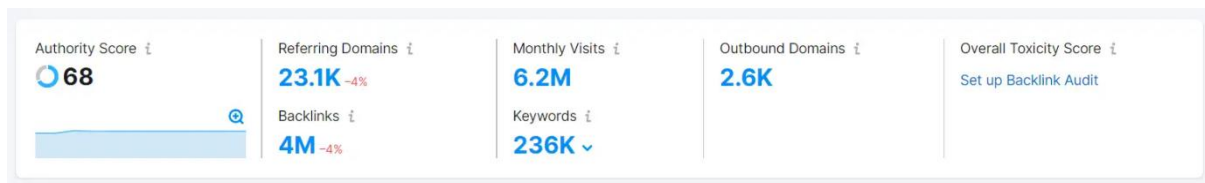
TCS maintains a blog as a part of their On-page SEO strategies. Their blog topics revolve around technology and are written by TCS employees, generally by the senior staff. They post a new blog every once in ten days.

Their blogs mostly consist of texts with little to no images and end with an author's bio, highlighting the writer's job experience. They do not have any space for comments on their blogs.



## TCS' Off-page SEO Strategies

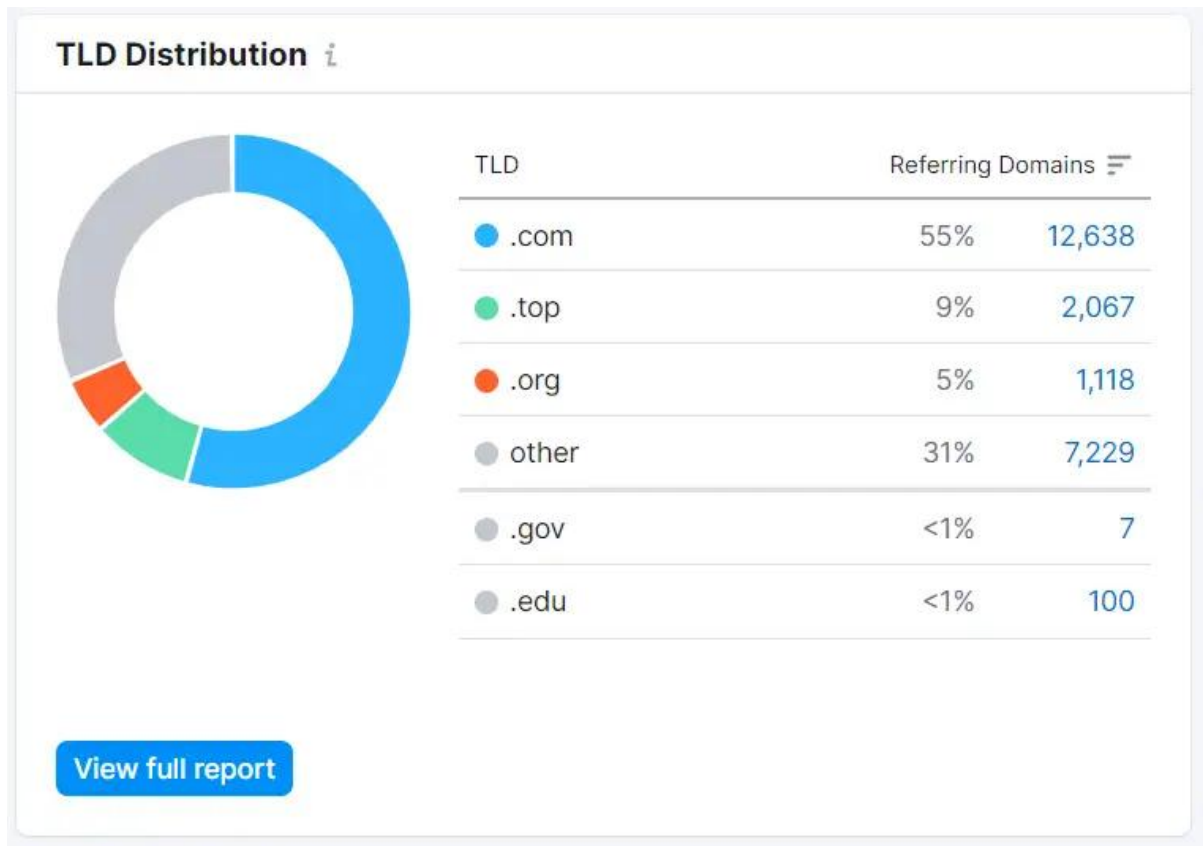
Off-site ranking factor optimisation entails increasing search engine and user perceptions of a site's popularity, relevance, trustworthiness, and authority. TCS' off-page SEO strategies have brought them an **authority score of 68** and increased the site's popularity due to the **high number of backlinks (4 million)**.



Looking at the analytics below, it is apparent that TCS has gained more backlinks than it has lost in the last 6 months.



Among all the types of TLDs found in TCS' backlinks, over **55%** are from **.com** websites, whereas the rest is divided between **.top**, **.org**, and other websites that contribute **9%**, **5%** and **31%** of the total, respectively.



## TCS' Social Media Strategies

TCS also uses social media platforms such as Instagram and Facebook to increase engagement and stay connected with their audience.

## TCS' Instagram Strategies

TCS' Instagram profile ([@tcsglobal](#)) has over 223K followers as of July 2022. They post once a day and are often regular in their posting cycles.





## TCS' Google Ads Strategies

According to the below analytics, TCS has not spent on keywords or paid ads in the past five months. However, they have experimented with keywords in the previous months and bid on more keywords in October and February.



## TCS' Target Audience

The main target audience of TCS is owners and founders of businesses. The industries they target include:

- Banking & Financial Services
- Capital Markets
- Consumer Goods & Distribution
- Communications, Media & Technology
- Education
- Energy, Resources & Utilities
- HiTech
- Insurance
- Life Sciences & Healthcare
- Manufacturing
- Public Services
- Retail
- Travel, Transportation & Hospitality

TCS' clients include the **Government of India, Apple Inc., Walgreens, Neilson, RBS, American Express, Nokia Seimens, Nissan, Bank of America**, and many others.

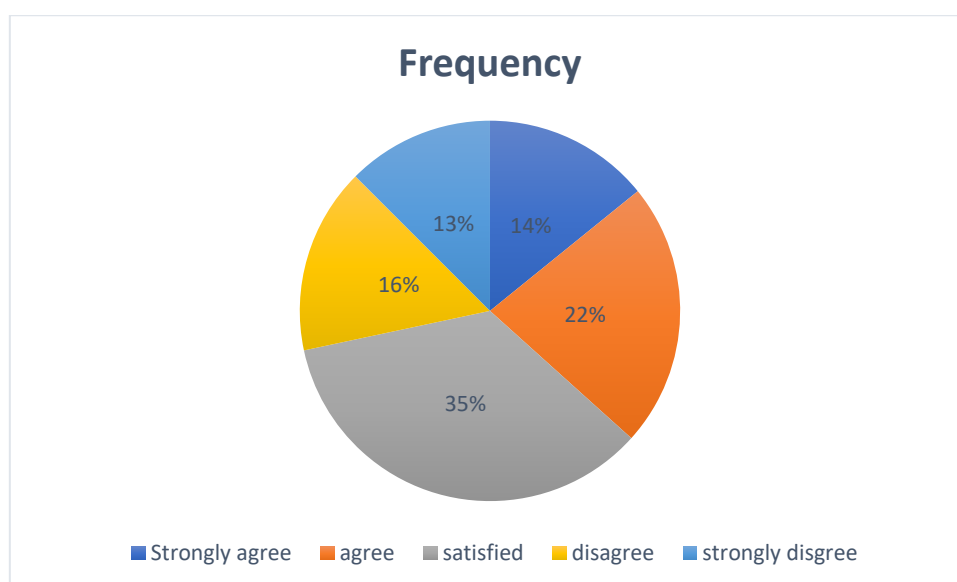
# CHAPTER - 5

## DATA ANALYSIS AND INTERPRETATION

## CHAPTER 5 DATA AND ANALYSIS AND INTREPRETATION

### 1Is HR Training Seen as an Organisational Strategy by TATA Consultancy?

Responses	Frequency	Percentage
Strongly agree	17	14.20%
agree	27	22.50%
satisfied	42	35%
disagree	19	15.80%
strongly disagree	15	12.50%
total	120	100.00%

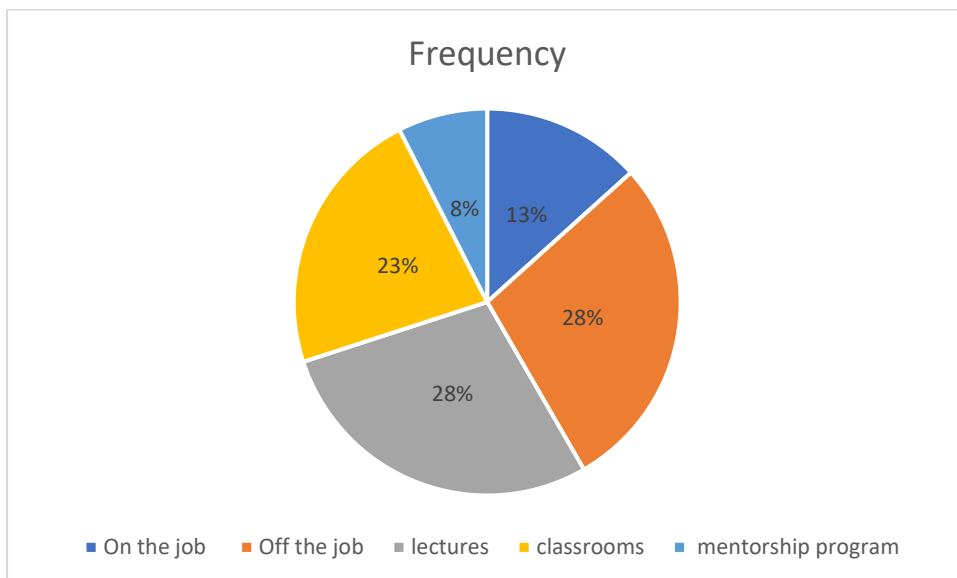


#### INTERPRETATION:

- 14.2% of the respondents strongly agree that HR training is seen as an organisational strategy by TATA Consultancy.
- 22.5% of the respondents agree that HR training is seen as an organisational strategy by TATA Consultancy
- 35% of the respondents are satisfied that the HR training is seen as an organisational strategy by TATA Consultancy.
- 15.8% of the respondents disagree that the HR training is seen as an organisational strategy by TATA Consultancy.
- 12.5% of the respondents strongly disagrees that the HR training is seen as an organisational strategy by TATA Consultancy.

## 2.What are the primary objectives of TATA Consultancy' HR training programme?

Responses	frequency	percentage
increasing worker hapiness	42	35%
increasing output and effectives	33	27.50%
Promoting creativity and innovation	25	20.80%
developing employee skills	12	10%
enhancing employee engagement	8	6.70%
total	120	100.00%

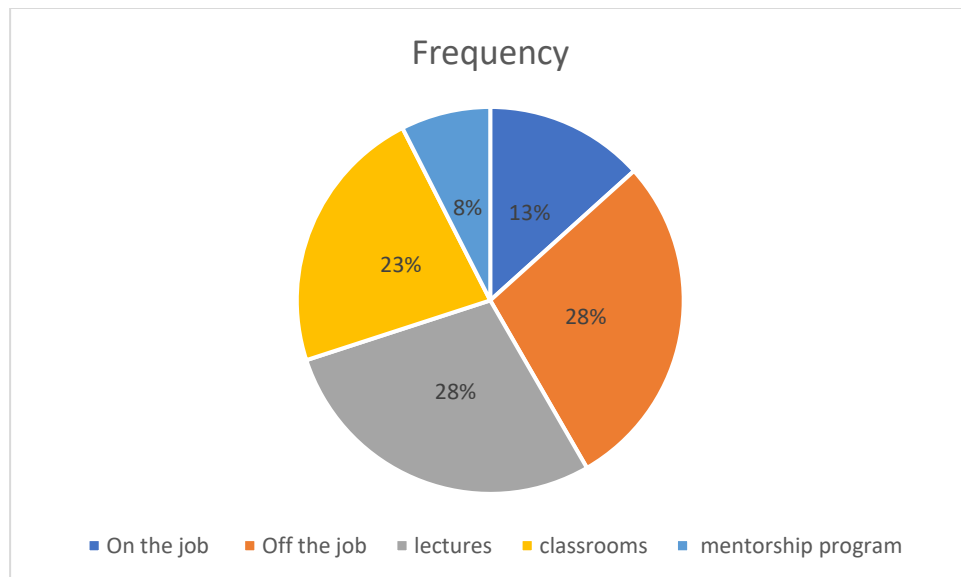


### INTERPRETATION:

- 35% of the respondents agreed that increasing worker happiness is the primary objectives of TATA consultancy' HR training programme.
- 27.5% of the respondents agreed that increasing output and effectiveness is the primary objectives of TATA consultancy' HR training programme.
- 20% of the respondents agreed that creativity and innovation is the primary objectives of TATA consultancy' HR training programme.
- 10% of the respondents agreed that development of employee skills is the primary objectives of TATA consultancy' HR training programme. 6.7% of the respondents agreed that enhancing employee engagement is the primary objectives of TATA consultancy' HR training programme.

### 3.What kinds of training programmes does the company provide for its staff?

Responses	Frequency	Percentage
On the job	16	13.30%
Off the job	34	28.30%
lectures	34	28.30%
classrooms	27	22.50%
mentorship program	9	7.50%
total	120	100.00%

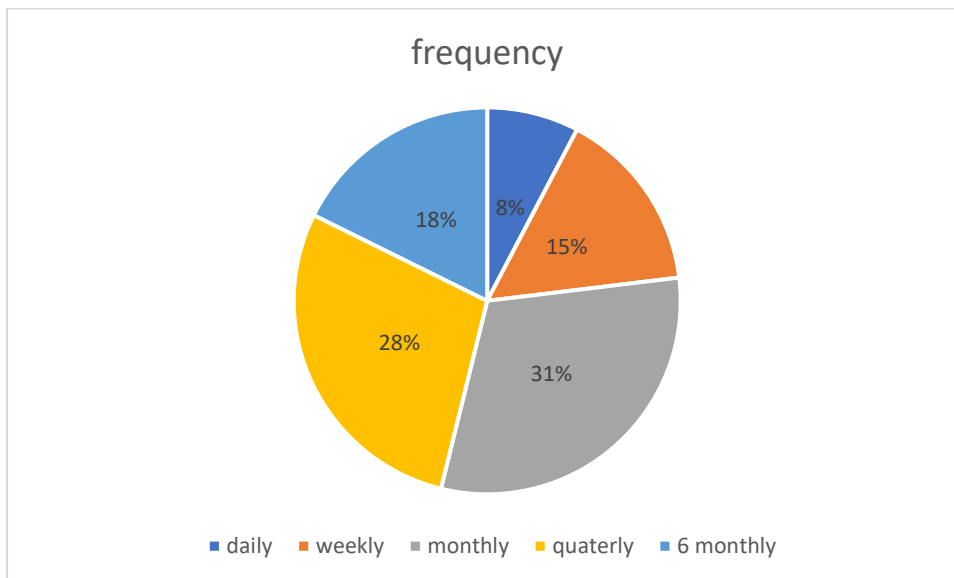


#### INTERPRETATION:

- 13.3% of the respondents agreed that On-the job training programme is provided to its staff.
- 28.3% of the respondents agreed that Off-the job training programme is provided to its staff.
- 28.3% of the respondents agreed that Lecture training programme is provided to its staff.
- 22.5% of the respondents agreed that classroom training programme is provided to its staff.
- 7.5% of the respondents agreed that mentorship training programme is provided to its staff.

#### 4.How often does the organisation hold training sessions?

responses	frequency	percentage
daily	10	8.30%
weekly	20	16.70%
monthly	40	33.30%
quaterly	37	22.50%
6 monthly	23	19.20%
total	120	100.00%

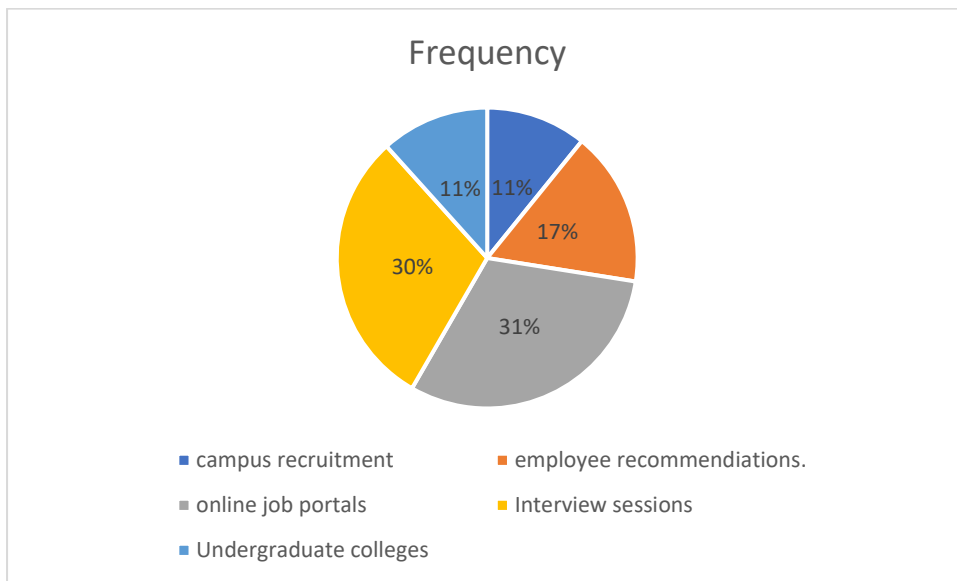


#### INTERPRETATION:

- 8.3% of the respondents agreed that training sessions in Tata consultancy are held on daily basis.
- 16.7% of the respondents agreed that training sessions in Tata consultancy are held on weekly basis.
- 33.3% of the respondents agreed that training sessions in Tata consultancy are held on monthly basis.
- 22.5% of the respondents agreed that training sessions in Tata consultancy are held on quaterly basis.
- 19.2% of the respondents agreed that training sessions in Tata consultancy are held on quaterly basis.

## 5. Where does TATA Consultancy hire its trainees from?

responses	Frequency	percentage
campus recruitment	13	10.80%
employee recommendations.	20	16.00%
online job portals	37	30.80%
Interview sessions	36	30%
Undergraduate colleges	14	11.70%
total	120	100%

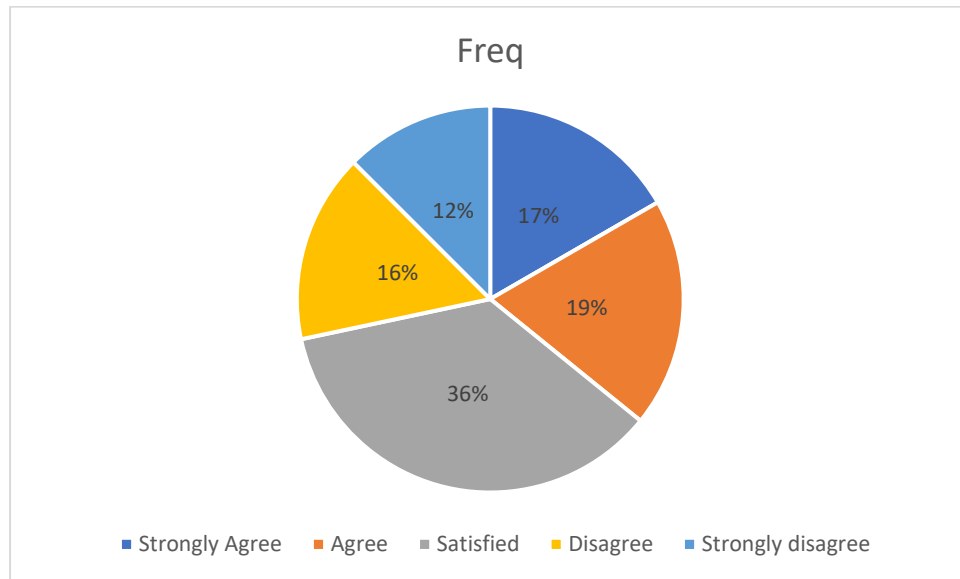


### Interpretation:

- 10.8% of the respondents found that campus recruitment campaigns help Tata consultancy to hire its trainees.
- 16.7% of the respondents found that employee recommendations help Tata consultancy to hire its trainees
- 30.8 % of the respondents found that online job portal helps Tata consultancy to hire it's trainees
- 30% of the respondents found that interview sessions help Tata consultancy to hire it's trainees
- 11.7% of the respondents found that campus recruitment campaigns help Tata consultancy to hire it trainees

**6.Does TATA Consultancy' HR training emphasise the development of leadership and teamwork skills?**

Responses	Frequency	Percentage
Strongly Agree	20	16.70%
Agree	23	19.20%
Satisfied	43	35.80%
Disagree	19	15.80%
Strongly disagree	15	12.50%
Total	120	100%



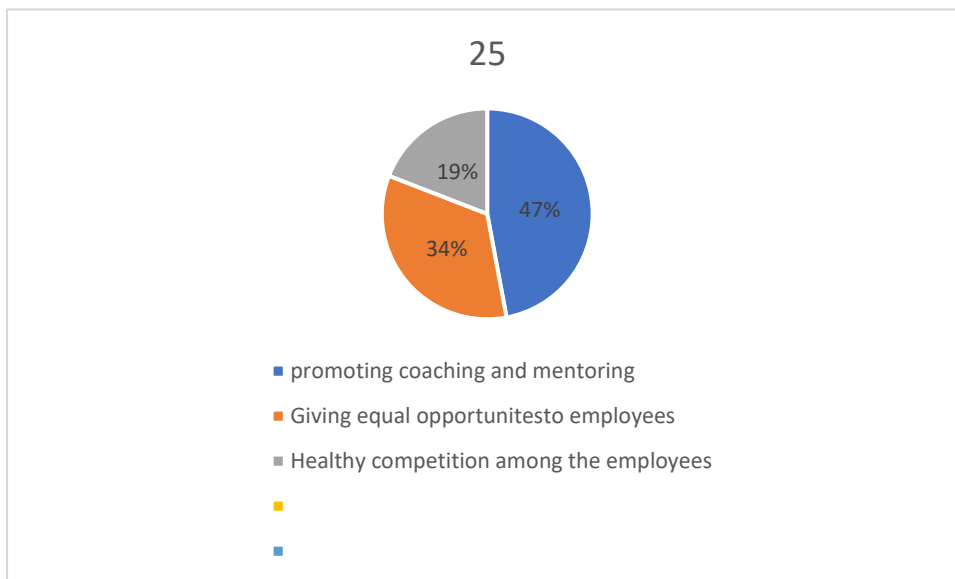
**Interpretation:**

- 16.7% of the respondents strongly Agree that Tata consultancy HR training emphasises the development of leadership and teamwork skills.
- 19.2% of the respondents Agree that Tata consultancy HR training emphasises the development of leadership and teamwork skills.
- 35.8% of the respondents are satisfied that Tata consultancy HR training emphasises the development of leadership and teamwork skills.
- 15.8% of the respondents Disagree that Tata consultancy HR training emphasises the development of leadership and teamwork skills.
- 12.5% of the respondents strongly Disagree that Tata consultancy HR training emphasises the development of leadership and teamwork skills.



7.Do you believe that Tata consultancy employees' input can be used to assess how well the company's training programme is working?

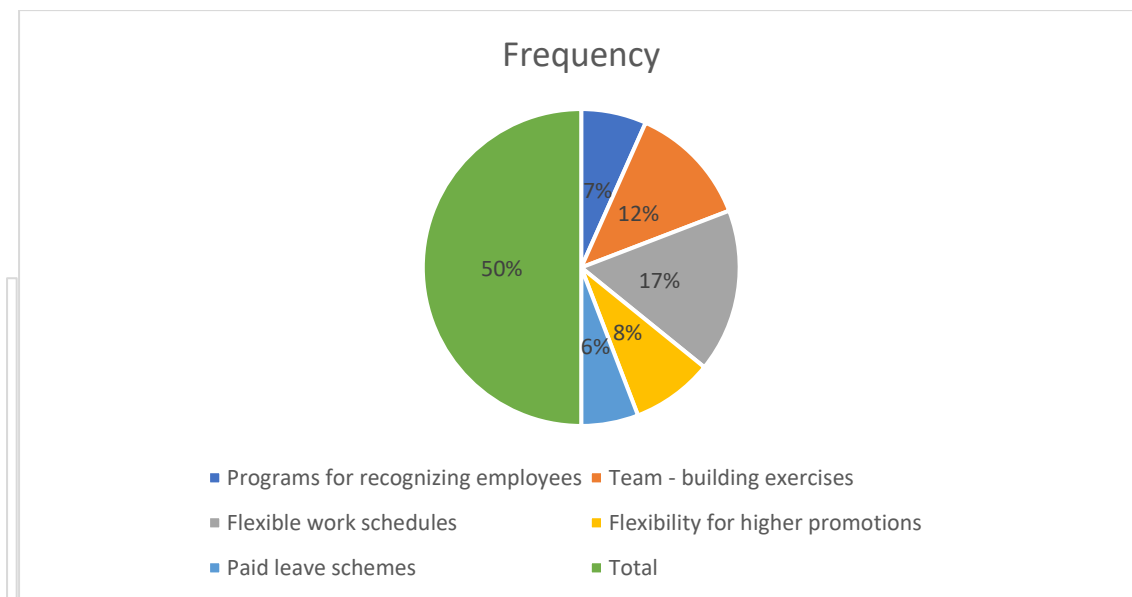
Responses	Frequency	Percentage
Strongly agree	22	18.30%
Agree	30	25%
Satisfied	35	29.20%
Disagree	26	21.70%
Strongly Disagree	7	5.80%
Total	120	100%



- 8.3% of the respondents strongly agree that Tata consultancy employees' input can be used to assess how well the company's training programme is working.
- 25% of the respondents agree that Tata consultancy employees' input can be used to assess how well the company's training programme is working.
- 29.2% of the respondents are satisfied that Tata consultancy employees' input can be used to assess how well the company's training programme is working.
- 21.7% of the respondents disagree that Tata consultancy employees' input can be used to assess how well the company's training programme is working.
- 5.8% of the respondents strongly disagree that Tata consultancy employees' input can be used to assess

8.Which initiatives does Tata consultancy employ to raise employee engagement?

Responses	Frequency	Percentage
Programs for recognizing employees	16	13.30%
Team - building exercises	30	25%
Flexible work schedules	40	33.30%
Flexibility for higher promotions	20	16.70%
Paid leave schemes	14	11.70%
Total	120	100%

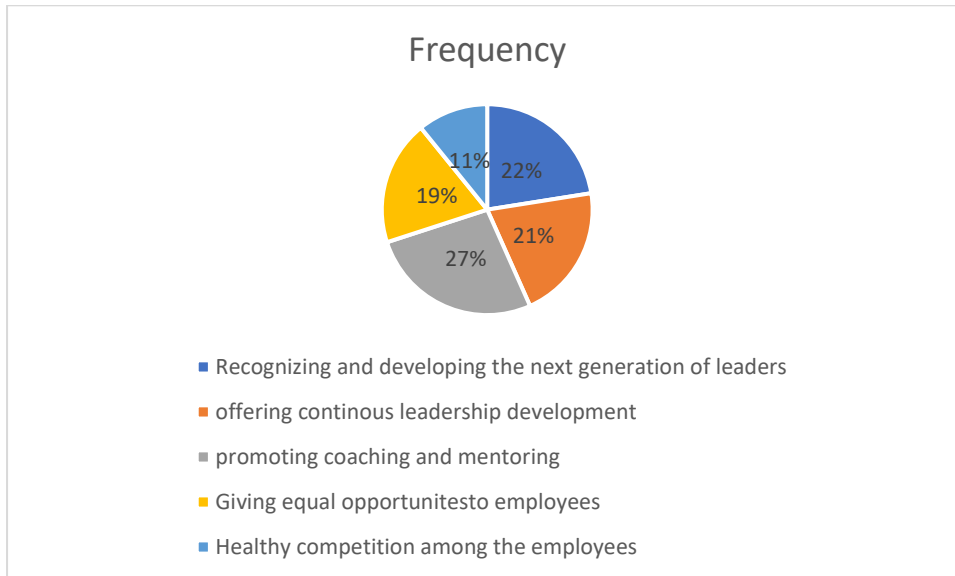


**interpretation:**

- 13.3% of the respondents agree that programs for recognising employees is an initiative in Tata consultancy to raise employee engagement.
- 25% of the respondents agree that Team building exercise is an initiative in Tata consultancy to raise employee engagement.
- 33.3% of the respondents agree that a flexible work schedule is an initiative in Tata consultancy to raise employee engagement.
- 16.7% of the respondents agree that flexibility for higher promotion is an initiative in Tata consultancy to raise employee engagement.
- 11.7% of the respondents agree that paid leave scheme is an initiative in Tata consultancy to raise employee engagement.

#### 9.How is leadership development included into Tata Consultancy' HR strategy?

Responses	Frequency	Percentage
Recognizing and developing the next generation of leaders	27	22.50%
offering continous leadership development	25	20.80%
promoting coaching and mentoring	32	26.70%
Giving equal opportunitesto employees	23	19.20%
Healthy competition among the employees	13	10.80%
Total	120	100.00%

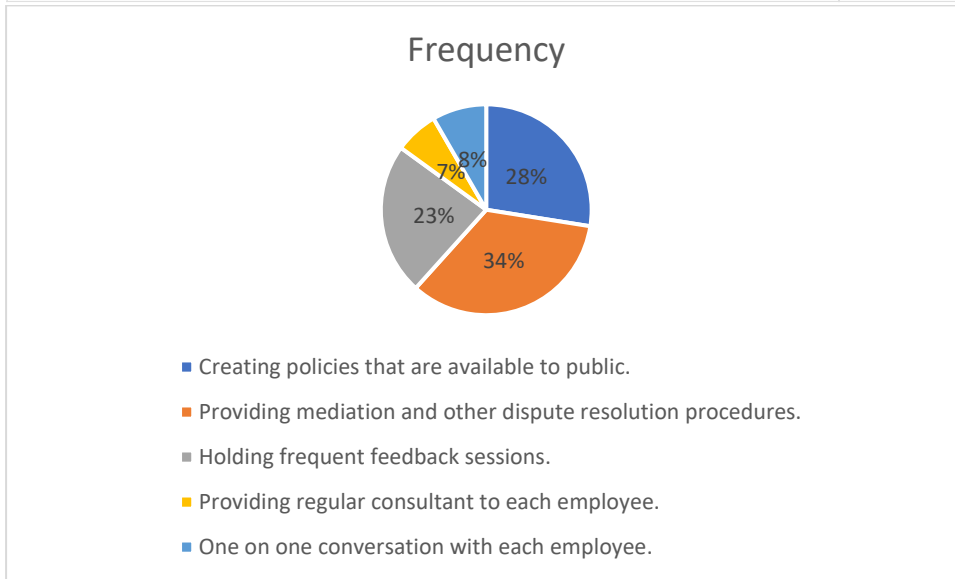


#### Interpretation:

- 22.5% of the respondents agreed that recognising and developing is the next generation of leaders included in Tata consultancy' HR strategy.
- 20.8% of the respondents agreed that offering continuous leadership development is included in Tata consultancy' HR strategy.
- 26.7% of the respondents agreed that promoting coaching and mentoring is included in Tata consultancy' HR strategy.
- 19.2% of the respondents agreed that giving equal opportunities to employees is included in Tata consultancy' HR strategy.
- 10.8% of the respondents agreed that healthy competition among the employees is included in Tata consultancy' HR strategy.

10. How does TATA Consultancy handle disagreements and conflicts among its staff members ?

Responses	Frequency	Percentage
Creating policies that are available to public.	33	27.50%
Providing mediation and other dispute resolution procedures.	41	34.20%
Holding frequent feedback sessions.	28	23.30%
Providing regular consultant to each employee.	8	6.70%
One on one conversation with each employee.	10	8.30%
Total	120	100.00%

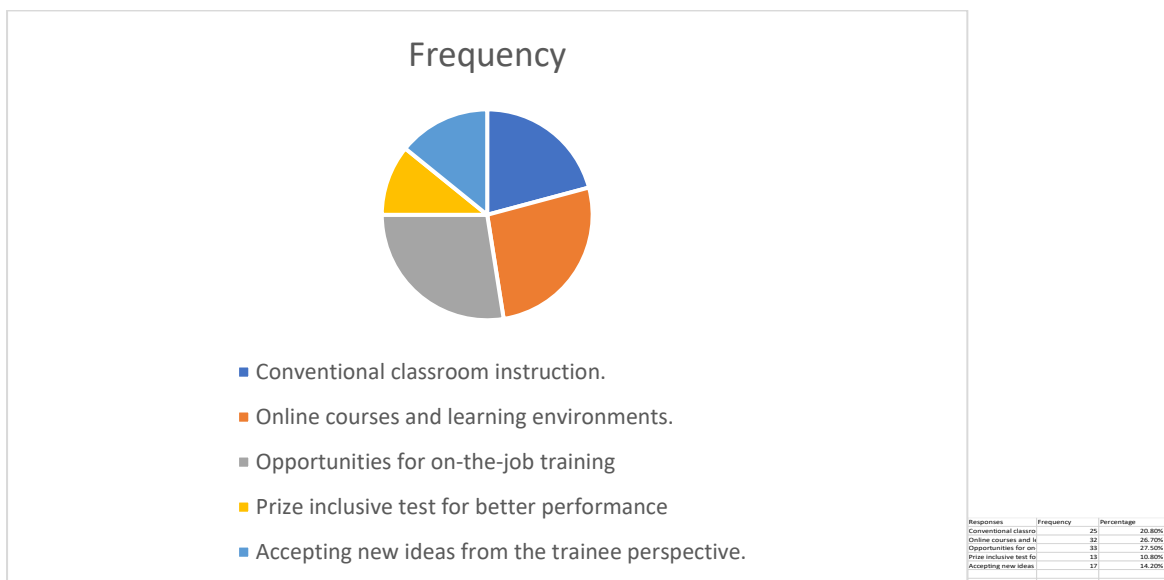


**Interpretation:**

- 27.5% of the respondents agreed that creating policies that are available to the public can handle disagreements and conflicts among its staff in Tata consultancy.
- 34.2% of the respondents agreed that providing meditation and other dispute resolution procedures can handle disagreements and conflicts among its staff in Tata consultancy.
- 23.3% of the respondents agreed that holding frequent feedback sessions can handle disagreements and conflicts among its staff in Tata consultancy.
- 6.7% of the respondents agreed that providing regular consultant to each employee can handle disagreements and conflicts among its staff in Tata consultancy.
- 8.3% of the respondents agreed that one on one conversation with each employee can handle disagreements and conflicts among its staff in TATA Consultancy

11. Which training methods are most frequently employed by TATA Consultancy ?

Responses	Responses	PERCENTAGE
Conventional classroom instruction.	25	20.80%
Online courses and learning environments.	32	26.70%
Opportunities for on-the-job training	33	27.50%
Prize inclusive test for better performance	13	10.80%
Accepting new ideas from the trainee perspective.	17	14.20%
Total	120	100%

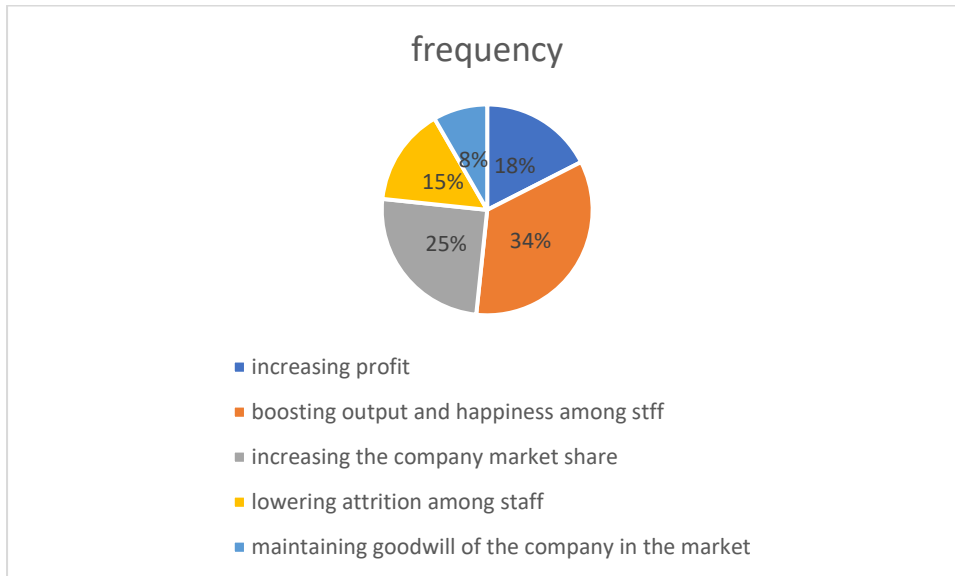


Interpretation

- 20.8% of the respondents agreed that conventional classroom instruction is the training method that is most frequently employed by Tata consultancy.
- 26.7% of the respondents agreed that online courses and learning environments is the training method that is most frequently employed by Tata consultancy
- 27.5% of the respondents agreed that opportunities for on-the-job training is the training method that is most frequently employed by Tata consultancy.
- 10.8% of the respondents agreed that prize inclusive test for better performance is the training method that is most frequently employed by Tata consultancy.
- 14.2% of the respondents agreed that accepting new ideas from the trainee perspective is the training method that is most frequently employed by Tata consultancy.

12. What is motive of tata consultancy human resource training programme?

Responses	frequency	percentage
increasing profit	21	17.50%
boosting output and happiness among staff	41	34.20%
increasing the company market share	30	25%
lowering attrition among staff	18	15%
maintaining goodwill of the company in the market	10	8.30%



Interpretation

INTERPRETATION:

17.5% of the respondents agreed that increasing profits is the primary goal of Tata consultancy' Human Resource training programme.

34.2% of the respondents agreed that boosting output and happiness among staff are the primary goal of Tata consultancy' Human Resource training programme.

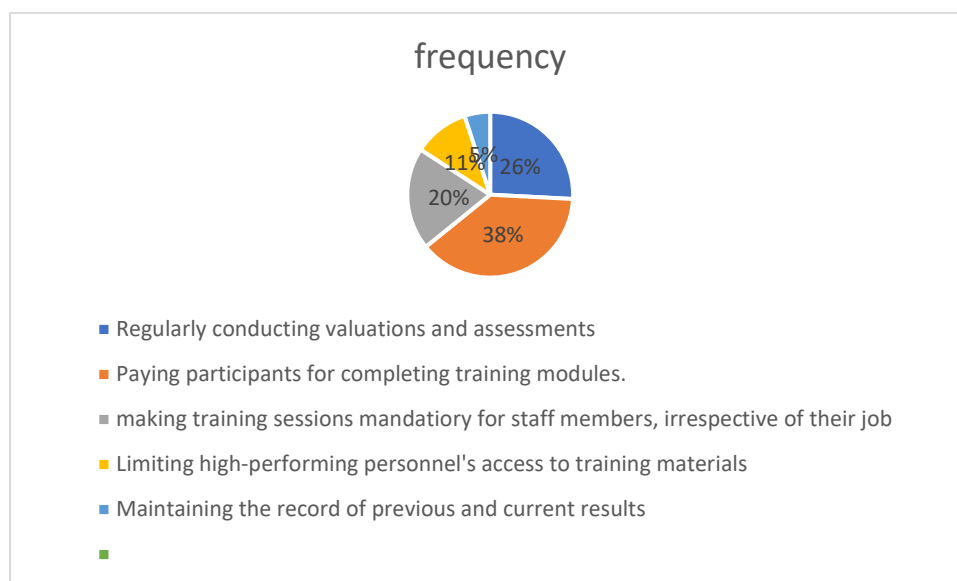
25% of the respondents agreed that increasing of the company's market share is the primary goal of Tata consultancy' Human Resource training programme.

15% of the respondents agreed that lowering attribution among staff is the primary goal of Tata consultancy' Human Resource training programme.

• 8.3% of the respondents agreed that maintenance of goodwill of the company in market is the primary goal of Tata consultancy' Human Resource training programme.

13. How does Tata consultancy ensure the effectiveness of its training programmes?

responses	frequency	percentage
Regularly conducting valuations and assessments	31	25.8
Paying participants for completing training modules.	46	38.3
making training sessions mandatory for staff members, irrespective of their job	24	20
Limiting high-performing personnel's access to training materials	13	10.8
Maintaining the record of previous and current results	6	5
total	120	100

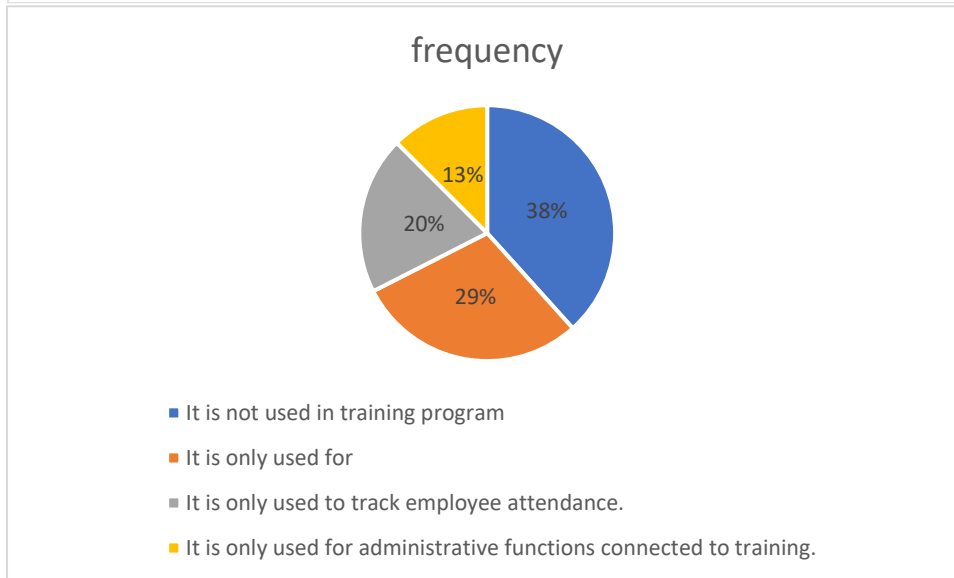


INTERPRETATION:

- 25.8% of the respondents agree that regularly conducting evaluations and assessments can ensure the effectiveness of training programmes in Tata Consultancy.
- 38.3% of the respondents agreed that Paying participants for completing training modules can ensure the effectiveness of training programmes in Tata Consultancy.
- 20% of the respondents agreed that making training sessions mandatory for staff members, irrespective of their job functions can ensure the effectiveness of training programmes in Tata Consultancy.
- 10.80% of the respondents agreed that limiting high-performing personnel's access to training materials can ensure the effectiveness of training programmes in Tata Consultancy.
- 5% of the respondents agreed that maintaining the record of previous and current results can ensure the effectiveness of training programmes in Tata Consultancy.

14. What role does technology play in Tata Consultancy' training initiatives?

responses	frequency	percentage
It is not used in training program	46	38.30%
It is only used for administrative functions connected to training.	35	29.50%
It is only used to track employee attendance.	24	20%
It is only used for administrative functions connected to training.	15	12.50%
total	120	100.00%



INTERPRETATION:

- 38.30% of the respondents agree that technology improves training delivery and content in Tata Consultancy' training initiatives.
- 29.50% of the respondents agree that technology is not used in training programs in Tata Consultancy' training initiatives.
- 20% of the respondents agree that technology is only used to track employee attendance.
- 12.50% of the respondents agree that technology is only used for administrative functions connected to training.



15. Which à component of Tata Consultancy' HR training is the most crucial?

responses	frequency	percentage
Developing employee skills	33	27.50%
Improving employee productivity	40	33.30%
Enhancing employee engagement	32	26.37%
Fostering a positive work culture	10	8.30%
Introducing new work culture half yearly	5	4.20%
total	120	100.00%



#### INTERPRETATION:

- Nearly as important as employee engagement, 27.5% of respondents prioritize skill development. This highlights the value placed on continuous learning and professional growth within Tata Consultancy.
- This aspect is considered the most crucial, with 33.3% of respondents emphasizing its importance. It indicates a focus on enhancing efficiency and output within the organization.
- Close behind, at 26.7%, is the emphasis on keeping employees engaged. This suggests a recognition of the importance of employee satisfaction, motivation, and involvement in their work.
- While still significant, fostering a positive work culture receives comparatively less emphasis, with only 8.3% of respondents highlighting its importance. This could imply that while acknowledged, it may not be the primary focus of HR training efforts.
- This aspect is considered the least crucial, with only 4.2% of respondents indicating its importance

CHAPTER- 6

FINDINGS

CONCLUSIONS

SUGGESTIONS

## 6.1 Findings

- Comparing effectiveness of different training methods for various job roles and departments.
- Examining relationship between employee engagement and training programs to enhance engagement.
- Assessing success of HR training program in achieving objectives and identify areas for improvement.
- C Analysing impact of leadership style and behaviour on employee engagement and training effectiveness.
- Examine impact of technology on HR training effectiveness and identify opportunities for improvement.
- Creating framework to evaluate effectiveness of HR training programs and optimize training.
- Developing relevant, engaging, and effective training content aligned with organizational objectives.
- Encouraging collaborative learning and knowledge sharing among employees through training programs.
- Offer ongoing support and coaching to employees after training to ensure successful application of new skills.
- Continuously monitor and evaluate HR training programs and make adjustments as needed to optimize effectiveness.

## 6. 2 SUGGESTIONS

- Tata Consultancy can enhance HR training by studying various methods' effectiveness to find the best approaches for different roles and departments.
- Tata Consultancy can study the relationship between employee engagement and training to identify improvements, assess impacts on performance and retention, and develop strategies to boost engagement.
- A long-term study can assess Tata Consultancy HR training program's success in improving satisfaction, productivity, effectiveness, and innovation, identifying factors for improvement.
- Analysing leadership's role in HR training can identify best practices and evaluate its impact on engagement, satisfaction, and effectiveness, leading to better support strategies.

### 6.3 Conclusion

The main objectives of Tata Consultancy HR training include performance improvement, skill development, and the promotion of ongoing learning that in line with company objectives. They provide a range of programs that include soft skills, safety, leadership, and technical abilities. While training frequency varies, regularity is the goal. The key to success and creativity is teamwork and leadership. Regarding the efficacy of the program, employee feedback is valued. Positive cultures, career growth, feedback mechanisms, and acknowledgment all help to promote engagement. Succession planning, coaching, mentoring, and focused programs are all used to integrate leadership development. Open communication, instruction, mediation, and adherence to policies are all part of conflict resolution. Classroom, workshop, on-the-job, e-learning, simulations, and coaching are examples of training methods. Effectiveness is guaranteed via evaluations, comments, performance tracking, and content modifications. Technology can be used in virtual reality, e-learning, teamwork, and data analytics to monitor results.

# CHAPTER – 7

## BIBLIOGRAPHY

## 7. BIBLIOGRAPHY

- <https://www.tcs.com/>
- <https://www.tata.com/>
- <https://www.businesstoday.in/>
- [https://en.wikipedia.org/wiki/Tata\\_Consultancy\\_Services](https://en.wikipedia.org/wiki/Tata_Consultancy_Services)
- [https://en.wikipedia.org/wiki/Tata\\_Consultancy\\_Services](https://en.wikipedia.org/wiki/Tata_Consultancy_Services)
- [https://en.wikipedia.org/wiki/Tata\\_Consultancy\\_Services](https://en.wikipedia.org/wiki/Tata_Consultancy_Services)

# CHAPTER – 8

## ANNEXURE



## 8. ANNEXURE

1.what is the primary goal of Tata consultancy' human resource training programme?

- Increasing profits
- Boosting output and happiness among staff.
- Lowering attrition among staff
- Increasing the company market share
- maintaining goodwill of the company in the market

2. what kind of training programme does the company (tata consultancy) provide for its staff?

- on the job
- off the job
- lectures
- mentorship program

3.how often does the organisation hold training session?

- daily
- weekly
- monthly
- quarterly

4.where does the tata consultancy hire its trainee from?

- campus recruitment campaigns
- employee recommendations
- online job portals
- interview sessions
- undergraduate college

5.Does Tata Consultancy HR training emphasize the development of leadership and teamwork skills?

- Strongly Agree.
- Agree.
- Neutral

- Disagree
- Strongly Disagree

6.Do you believe that Tata consultancy employees' input can be used to assess how well the company's training programme is working?

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

7.which initiative does tata consultancy employ to raise employee engagement ?

- programs for recognizing employees
- team building exercises
- flexible work schedules
- flexibility for higher promotions
- paid leave schemes

8.how is leadership development included into tata consultancy HR strategy ?

- recognizing and developing the next generation of leadership
- offering continuous leadership development
- promoting coaching and mentoring
- giving equal opportunities to employees
- healthy competition among the employees

9. How does Tata consultancy' handle disagreements and conflicts among its staff members?

- Creating policies that are available to the public.
- Providing mediation and other dispute resolution procedures.
- Holding frequent feedback sessions.
- Providing regular consultant to each employee
- One on one conversation with each employee

10.Which training methods are most frequently employed by Tata consultancy?

- conventional classroom instruction.
- Online courses and learning environments.
- Opportunities for on-the-job training.

- Prize inclusive test for better performance
- Accepting new ideas from the trainee perspective

11.What is the primary goal of Tata consultancy' human resource training programme?

- increasing profits.
- Boosting output and happiness among staff.
- Increasing the market share.
- Lowering attrition among staff
- maintaining goodwill of the company in the market

12.How does Tata consultancy' ensure the effectiveness of its training programmes?

- regularly conducting evaluations and assessments
- Paying participants for completing training modules.
- Making training sessions mandatory for staff members, irrespective of their job functions
- Limiting high-performing personnel's access to training materials.
- Maintaining the record of previous and current results.

13. What role does technology play Tata consultancy training initiatives?

- technology improves training delivery and content.
- It is not used in training programs
- It is only used to track employee attendance.
- It is only used for administrative functions connected to training.

14. Which component of Tata consultancy HR training is the most crucial?

- Developing employee skills
- Improving employee productivity
- Enhancing employee engagement
- Fostering a positive work culture
- Introducing new work culture half-yearly

15. Is HR Training Seen as an Organizational strategy by Tata Consultancy?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree