

PROJECT REPORT

ON

**A Study of organization behavior for organization survival
w.r.t Infosys**

Submitted in Partial Fulfilment Requirement of

BACHELOR OF COMMERCE (HONS.)



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STUDENT UNDERTAKING

This is to certify that I have completed the project titled “ A Study of Organization Behavior for Organization Survival – Infosys “ under the guidance of “ Ms NOOPUR SAXENA “ in partial fulfilment of the requirement of Bachelor of Commerce (Hons.) at Vivekananda Institute of Professional Studies, Vivekananda School of Business Studies, New Delhi. This is an original piece of work and has not been submitted elsewhere.

NAME OF STUDENT

STUDENT SIGNATURE

CERTIFICATE

This is to certify that the study conducted by SMRIDHI JAIN entitled ‘A STUDY OF ORGANIZATION BEHAVIOR FOR ORGANIZATION SURVIVAL - INFOSYS ‘being submitted in the partial fulfillment of B.com (H) 2021-2024, GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, is faithful record of the bona-fide research work carried out by her under my supervision and guidance. This minor project report is her original work and has not been submitted to this or any other university / institution for the award of any other degree or diploma.

Ms. NOOPUR SAXENA

**SIGNATURE OF
FACULTY GUIDE**

ACKNOWLEDGEMENT

I, Smridhi Jain want to express my heartfelt gratitude to all the people behind this Minor Project Report. The success and outcome of this project required guidance and assistance and I am extremely privileged to have got this all along with the completion of my project. All that I have done is only due to such supervision and assistance and I would not forget to thank them. I deeply express my gratitude to my mentor and faculty incharge Ms Noopur Saxena for providing me with this opportunity and giving me the support and guidance which made me complete the project duly. Finally, I would also like to thank our college, Vivekananda Institute of Professional Studies for providing me with this course and the platform to move ahead. It has been a semester full of challenges and new learning opportunities that made me aware of the professional world and taught me ways how to positively grow in it.

Date :

Signature of the student :

TABLE OF CONTENT

S.NO.	DESCRIPTION	PAGE NO.
1.	Student Undertaking	2
2.	Certificate	3
3.	Acknowledgment	4
4.	TABLE OF CONTENT	5
5.	LIST OF TABLES	6
6.	LIST OF FIGURES	7
7.	CHAPTER 1 INTRODUCTION	8-21
8.	# OBJECTIVE OF STUDY	22-23
9.	# LITERATURE REVIEW	24-27
10.	CHAPTER 2 COMPANY PROFILE	28-35
11.	# RESEARCH METHODOLOGY	36-41
12.	CHAPTER 3 ANALYSIS AND INTERPRETATION	42-47
13.	# LIMITATION OF STUDY	48-50
14.	CHAPTER 4 CONCLUSION	51-52
15.	REFERENCES	53-54

LIST OF TABLES

TABLE NUMBER	TITLE	PAGE NO.
3.1	Financial Statement of Infosys	42

LIST OF FIGURES

FIGURE NUMBER	TITLE	PAGE NO.
2.1	Global Delivery Model of Infosys Technologies Ltd.	33
2.2	Logo of Infosys	34
2.3	Types of Data Source	38
3.1	Total Income of Infosys	43
3.2	Expenditure of employees	44
3.3	Trend in Revenue, Cost and Net Profit over the past 4 years	45
3.4	Revenue by Industry Segment	46

CHAPTER 1

INTRODUCTION

INTRODUCTION

ORGANIZATIONAL BEHAVIOR

Organizational behavior is defined as the systematic study and application of knowledge about how individuals and group act within the organizations where they work. Organizational behavior is the study of human behavior in organizational settings, the interface between human behavior and the organization, and the organization itself.

Organizational behavior is a misnomer. It is not the study of how organizations behave, but rather the study of individual behavior in an organizational setting. This includes the study of how individuals behave alone, as well as how individuals behave in groups.

The purpose of organizational behavior is to gain a greater understanding of those factors that influence individual and group dynamics in an organizational setting so that individuals and the groups and organizations to which they belong may become more efficient and effective. The field also includes the analysis of organizational factors that may have an influence upon individual and group behavior. Much of organizational behavior research is ultimately aimed at providing human resource management professionals with the information and tools they need to select, train, and retain employees in a fashion that yields maximum benefit for the individual employee as well as for the organization.

Organizational behavior is a relatively new, interdisciplinary field of study. Although it draws most heavily from the psychological and sociological sciences, it also looks to other scientific fields of study for insights. One of the main reasons for this interdisciplinary approach is because the field of organizational behavior involves multiple levels of analysis, which are necessary to understand behavior within organizations because people do not act in isolation. That is, workers influence their environment and are also influenced by their environment.

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KEY ELEMENTS OF ORGANIZATIONAL BEHAVIOR

1. PEOPLE

People refer to different employees working in organizations. These peoples work as either individually or in groups and make up the whole working structure of the organization.

These are very important factor and as there is no alternative available in place of its employees for the companies. Employees help in achieving the objectives of the organizations.

They need to managed and treated properly. Managers are required to properly study and understand the nature of their different employees. It will help in developing better employee and employer relations. Productivity will eventually improve by properly understanding this element.

2. STRUCTURE

Structure is related to the roles and relationship of different individuals working in an organization. It is important that the roles and responsibility of each individual working in an organization should be defined clearly.

It avoids any confusion and leads to better efficiency of peoples working there. It enables the proper division of whole work and allocating right work to the right person.

Employees, when getting work as per their skill, achieve better efficiency and help in the attainment of goals in a better way. Therefore, the structure has an important role in developing the proper employer and employee relation network.

3. TECHNOLOGY

Technology is the one with the help of which employees are able to perform their task effectively. In its absences, it is difficult for employees to work with bare hands. Technology makes the task and work of people easy.

It includes different machines, methods, tools and resources. The requirement of technology depends upon the nature of work to be done and scale of operations.

Technology has an important role in improving the work quality and reducing the cost of production. However, the usage of technology puts certain restrictions on the freedom of people working. It requires different terms and conditions to be followed.

4. ENVIRONMENT

Environment is a crucial part of organization behavior. There are two types of environment within which organization exist that is the internal environment and external environment.

Organization can't exist alone and is a part of large system containing numerous elements like society, family, government and other organizations.

Internal environment refers to organization culture, its structure and its resources. Whereas, the external environment includes various political, social, economic, cultural and technological factors. All these factors have different influence on the working of the organization and need to be studied properly.

GOALS OF ORGANIZATIONAL BEHAVIOR

1. DESCRIBE BEHAVIOR

First goal of organizational behavior is to describe how human behaves under different conditions. Organizational behaviors collect and provide information which helps managers in communicating the varied behavioral aspects of humans. It enables in defining how people behave while performing their work under various conditions within organization.

2. UNDERSTAND BEHAVIOR

Understanding the human behavior is second important goal of organizational behavior. It finds out the reason why people behave in a different way under distinct working conditions in an organization. Organizational behavior finds out the reason for varied human actions.

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4. PREDICT BEHAVIOR

Organizational behavior helps in predicting the future behavior of humans working within organization. By gathering information and understanding human behavior, it assists managers in knowing which employees are productive and which are non- productive. They can easily take actions to increase the efficiency by detecting and eliminating all those who are non-sincere or unproductive.

5. CONTROL BEHAVIOR

Controlling the employee's behavior for enhancing their productivity is the final goal of organizational behavior. It guides managers how to motivate employees, enhance team work, reduce stress level etc.

OBJECTIVES OF ORGANIZATIONAL BEHAVIOR

1. Job Satisfaction

Understanding organizational behavior can shed light on the factors that can foster or hamper job satisfaction, such as physical settings, organizational rewards and punishments or work-group characteristics.

Job satisfaction, in turn, can foster higher productivity and reduced turnover, while providing more leverage for the recruitment of top talent.

2. Finding the Right People

A ship with all sails and no anchors would flounder, one with all anchors and no sails would not get anywhere.

Organizational behavior can help find the right mix of talents and working styles required for the achievement of the task at hand. This can assist in deciding who to include in a team or task force, as well as in deciding who to promote to a leadership position or even the ideal profile for new hires.

3. Organizational Culture

As organizations grow larger, it may become difficult to keep a sense of common purpose and unity of direction.

Organizational behavior is useful for understanding and designing the communication channels and leadership structures that can reinforce organizational culture.

As rapidly evolving business environments force organizations to adapt, entering, for example, into global markets or utilizing virtual workforce, organizational behavior can assist in maintaining a clear identity without losing flexibility and adaptability.

4. Leadership and Conflict Resolution

Playing by the book and not making waves may be fine for some organizations, but the command-and-control mentality of the manufacturing age may become counterproductive in the knowledge market.

Organizational behavior can assist in fostering leadership, pro-activity and creative problem- solving.

When creativity is allowed, the divergence of opinions is unavoidable, but organizational behavior can provide the leadership and the arbitrage dynamics required for turning conflicts into constructive idea exchanges.

5. Understanding the Employees Better

Organizational behavior studies help us understand why employees behave the way they do, and also thereby predict how they are going to behave in the future.

6. Understand how to develop Good Leaders

Organizational behavior patterns help in predicting who among the employees have the potential to become leaders.

They also teach us how to mold these employees so that their leadership potential is utilized to its fullest.

7. Develop a Good Team

An organization is only as good as the weakest member of its team. All members of the team work in coordination and must be motivated to work together to achieve the best results.

The teamwork theories of organizational behavior are an essential tool in the hands of any manager.

8. Higher Productivity

All of this leads us to the most important goal of achieving the highest productivity in realizing the visions and goals of any organization.

If implemented well, the organizational behavior principles help in motivating all the members to do their best. The levels of motivation can be the difference between a good and a bad result.

Organizational Behavior has so many objectives by which it serves the organizations, individuals, groups and in a word all the stakeholders.

CHARACTERISTICS OF ORGANIZATIONAL BEHAVIOR

- Organizational behavior is a rational thinking, not an emotional feeling about people. The major goals of organizational behavior are to explain and predict human behavioral in organizations. It is action-oriented and goal-directed.
- Organizational behavioral seeks to balanced human and technical values at work. It seeks to achieve productivity by building and maintaining employee's dignity, growth and satisfaction, rather than at the expense of these values.
- Organizational behavior integrates behavioral sciences. Many of its core concepts are borrowed from others fields and discipline like social psychology, sociology, and anthropology, etc.
- Organizational behavior is both a science and an art, the knowledge about human behavior in organizations leans towards being science. Modern organizational behavior is, at once, empirical, interpretative, and critical. It is an interpretative science in the pursuit of knowledge and meaning.

The basic purpose is to make meaningful the facts of organizational life. Modern OB is an optic perspective; a process for looking at events, a way of life. It has empirical facts, and interesting interpretations and powerful paradigms.

However it is an inaccurate science to provide specific answers to specific organizational problems. As such very little can be prescribed to consistently predict relationships between a variable on broad scale. The skills in applying the knowledge clearly lean towards being art.

- Organizational behavior exists at multiple like levels. Behavior occurs at the individual, the group, and the organizational systems levels. Behavior that is attributable to each of these levels can be both identified and isolated but at the same time these three levels interact with each other and OB-being affected by the behavior of individuals, group level behavior is affected by the organizational level phenomena and so on.

- Organizational behavior does not exist in vacuum. Organizations are made up of both social and technical components and therefore characterized as social-technical systems. The operational implication of this is that any approach of looking at behavior must also take into account the technical component of organization especially such issues as the nature of work and the technology. Organizations at the same time, must take into account the constructs of the working environment, for example, the extent to which the market and the product is changing.

LEVELS OF ORGANIZATIONAL BEHAVIOR

Organizational Behavior can be defined as actions and behaviors of individuals and groups towards and their impact on the organization's overall functioning and performance. Organizational Behavior can be studied at various levels within an organization, and each level has a unique set of roles, responsibilities, and goals.

1. Individual Level

Deals with the concepts at the individual level. Examples of individual-level concepts are perception, personality, learning, motivation, and attitude.

2. Group Level

Deals with the concepts at the group level. Examples of group-level concepts are team, conflict, leadership, power, and politics. Group-level concepts may include how groups are formed, how to make effective teams, how individually and collectively the group activities can be improved, how to motivate employees, and which type of group would be suitable for a particular assignment.

3. Organizational Behavior

Deals with the concepts at the organizational level. Examples of organizational-level concepts are change management and organizational culture. Other topics discussed at organizational level include the concept of organization, different organizational models, and organizational change along with its impact and implementation. The working conditions and stress management are also discussed at the organizational level

MAJOR MODELS OF ORGANIZATIONAL BEHAVIOR

1. Autocratic

The basis of this model is power with a managerial orientation of authority. The employees in turn are oriented towards obedience and dependence on the boss. The employee need that is met is subsistence. The performance result is minimal.

2. Custodial

The basis of this model is economic resources with a managerial orientation of money. The employees in turn are oriented towards security and benefits and dependence on the organization. The employee need that is met is security. The performance result is passive cooperation.

3. Supportive

The basis of this model is leadership with a managerial orientation of support. The employees in turn are oriented towards job performance and participation. The employee need that is met is status and recognition. The performance result is awakened drives.

4. Collegial

The basis of this model is partnership with a managerial orientation of teamwork. The employees in turn are oriented towards responsible behavior and self-discipline. The employee need that is met is self-actualization. The performance result is moderate enthusiasm.

Although there are four separate models, almost no organization operates exclusively in one. There will usually be a predominate one, with one or more areas over-lapping in the other models.

The first model, autocratic, has its roots in the industrial revolution. The managers of this type of organization operate mostly out of McGregor's Theory X. The next three models begin to build on McGregor's Theory Y. They have each evolved over a period of time and there is no one best model. In addition, the collegial model should not be thought as the last or best model, but the beginning of a new model or paradigm

The salient features of ethical perspective are given below:

- ☐ Higher performance criteria.
- ☐ Subordinates have been given the freedom to control and execute the work with proper accountability.
- ☐ Understanding and providing job security to workers and also recognizing them as human beings.
- ☐ Workers' sense of belongingness to the organization.
- ☐ Acknowledging that in an organization the informal group has a great role over the ethical aspects of workers and their performance.
- ☐ To achieve objectives, the leadership has a responsibility to suitably change the behavior pattern of the workers.
- ☐ A shift from the unions' collective relations, OB has led to individualization of collective relations.
- ☐ Employees' commitment is achieved by giving more power to them by cooperative decision making.
- ☐ Human relations to promote "Neo-Unitarianism" (a new type of relation based on consensus and belief between the workers and management).

Evolution of Organizational Behavior

Management is as old as civilization. We find traces of this branch of study even thousands of years ago. It would not have been possible to erect the Pyramids, or construct the Great Wall of China, or the Taj Mahal, without managing the activities successfully.

We may not have any documentary evidence of the management principles of those days but management practices were certainly used to accomplish these tasks. The earliest evidence of management practices is found in the philosophy of the division of labor in the literature of Adam Smith.

Management was influenced by various disciplines such as sociology, economics, political science, anthropology, psychology, and even literature. Because of such multi- disciplinary approaches, we find even authors like Harold Koontz (1961) referring to it as a 'jungle'. There exist differences even in the classification of its approaches. However, we find Hutchinson's analysis (1971) the best basis to classify the management approaches. He looks at the process of development of management from five different perspectives.

OBJECTIVE OF STUDY

OBJECTIVE OF STUDY

The overall objective of study is to:

- To study the concept of organizational behavior.
- To analyze the impact of organizational behavior for the survival of organization w.r.t Infosys.
- To analyze the company profit and expenditure through 2009-2019.

LITERATURE REVIEW

LITERATURE REVIEW

Organizational Behavior is a field of study which has as its primary interest the understanding of groups or individuals within organizations and managing them to work effectively (Johns & Saks, 2008).

As a most basic definition an 'organization' is defined by the Merriam-Webster Online Dictionary (2008) as an administrative and functional structure (such as a business or a political party) and includes the personnel of such a structure. The Oxford English Dictionary (2008) defines it as a systematic arrangement or approach of an organized body of people with a particular purpose such as for business. Thus, an organization can be viewed as an arrangement or structuring of elements (such as people), providing a boundary separating it from its environment, exercising control over its own performance and collectively pursuing goals. The elements or parts of an organization work together to achieve goals as it is accepted that achievement of these goals would be beyond the means of the separate elements on their own. Most people will spend a significant part of their lives in an organizational setting where objectives have to be achieved within an ever-changing environment.

Organizational Behavior (OB) is a management science concerned with the study of individuals and groups within organizational and social contexts, and the study of internal processes and practices as they affect those individuals and groups.

Organizational Behavior Management (OBM) is the study of the behavior of individuals and groups in organizations and the interaction between the organization and its environment. OBM is concerned with the optimal management of an organization for sustained success.

The effective management of important destinations such as World Heritage sites impacts on its sustainability. This chapter will focus on the key drivers of effective OBM on an organizational level. In order to fully understand the significance of World Heritage site, as well as its workings and future, it is necessary to research what it is and how it functions as an organization within a strategic and dynamic environment. Towards this purpose the literature review will discuss OB focusing specifically on the strategic organizational level, i.e. on the areas of organizational design, organizational dynamics and strategic stakeholder relationships as key factors that drive the organizational level of OB.

OB involves the study and application of knowledge about how people act within organizations, as individuals and within groups (Newstrom & Davis, 2002:4), what “they think, feel and do in and around organizations” (McShane & Von Glinow, 2005:4) and it investigates the impact that individuals, groups and structures have on behavior within organizations in order to ultimately improve an organization’s effectiveness (Robbins, 2001:6).

OB has an academic element that draws on the wisdom from, and combines the knowledge of various disciplines. It can be applied in the management of people and organizations and provides advice on what managers can do to improve organizational performance. OB can be applied on three levels namely the individual, groups and the organization as a whole. It ultimately aims to improve organizational effectiveness (Shani & Lau, 2000:15). Martin (2034:411-412) criticizes OB research that only refers to OB as ‘behavior studied within organizations’. It appears that Martin questions the reasons behind the behavior within organizations. Staw (2015:805-819) states that theories about individual behavior can help to explain the behavior of organizations. He asserts that the behavior of organizations can be related to the behavior of individuals (actual persons such as the CEO) and could thus be explained in the same way. It is however important to remember that organizations are by definition collaborations of their participants. So although individual behavior can explain some aspects of OB, what makes OB unique are the behavioral combinations and collaborations of the organizational members within the organizations. Staw highlights the importance of investigating the way in which the behavior of organizations evolves out of the ‘interplay between collective players and socio-structural and cultural facts’ (Staw, 1991:805- 819).

Organizational behavior may thus be defined as the attempt to describe, explain and understand how the beliefs, attitudes, values, emotional responses and behavior of people in their workplace is shaped by the actual, imagined, implied or implicit rules and roles in their workplace (Furnham, 2016:428). According to Furnham (2016:426), organizations are human creations of entities in which interacting and interdependent individuals work within a structure to achieve a common goal. Organizations come in many forms and their goals are manifold and may not always be shared implicitly or explicitly by all members of the organization.

OB is optimally studied by adopting a systems approach and interpreting the people organization relationships in terms of the whole person, whole group, whole organization and whole social system. From the definition above, it is clear that OB encompasses themes such as human behavior, leadership, teams and change. OB has as its purpose the

achievement of individual, organizational and social objectives by building better relationships. A comprehensive knowledge of OB will better prepare individuals to understand, influence, control and manage organizational dynamics and outcomes (Greenberg & Baron, 1997:4-6; Furnham, 2004:424). The strategic approach to OB is based on the premise that harnessing and managing an organization's main resource namely its people (management, employees and stakeholders) effectively in order to implement the organization's strategy, drives competitive advantage and sustained success (Hitt et al., 2006:5). Thus, to sustain the effective management of organizations such as World Heritage Sites it is necessary to have a strategic OB framework in place.

The literature suggests that the organization's foundation rests on its philosophy, values, vision and goals, which is influenced by the leadership. This in turn determines the type of organizational culture and consists of the formal and informal organization and social environment. The culture influences the manner in which communication takes place, as well as the group dynamics within the organization. The individuals within an organization may perceive this as the quality of work life and it will influence their motivation. Further outcomes include performance, satisfaction, personal growth and development. Together these elements form the model on which the organization operates (Cook & Hunsaker, 2001:20-22; Kreitner & Kinicki, 2007:176; McShane & Von Glinow, 2005:416).

Organizations are made up of individuals and groups interacting and being interdependent, who have come together to achieve particular objectives. When this happens, inevitably power becomes an issue, politics and conflict emerge and negotiation becomes relevant (Robbins, 2001:218). Social capital may therefore not always be utilized positively. For instance, people may gain access to powerful positions through the direct and indirect employment of social connections or criminal gang activity that is encouraged through the strengthening of intra-group relationships. This iterates the importance of distinguishing between bridging social capital in order to accomplish a common goal as opposed to the more easily accomplished bonding of social capital. Often groups can become isolated and disenfranchised from the organization, especially from groups with whom bridging must occur in order to achieve a certain objective (Bolin, Hackett, Harlan, Kirby, Larsen, Nelson, Rex & Wolf, 2004:64-77).

CHAPTER 2

COMPANY PROFILE

COMPANY PROFILE

Infosys Ltd is a global technology services firm that defines designs and delivers information technology (IT)-enabled business solutions to their clients. The company provides end-to-end business solutions that leverage technology for their clients including technical consulting design development product engineering maintenance systems integration package-enabled consulting and implementation and infrastructure management services. The Company has presence in 220 locations across 46 countries as on 31 March 2020. The Company also provides software products to the banking industry. They have developed Finacle a universal banking solution to large and medium size banks across India and overseas. Infosys BPO is a majority owned subsidiary. Through Infosys BPO the company provides business process management services such as offsite customer relationship management finance and accounting and administration and sales order processing. The company is having marketing and technical alliance with FileNet IBM Intel Microsoft Oracle and System Application Products. Infosys Ltd is a public limited and India's second largest software exporter company was incorporated in the year 1981 as Infosys Consultants Pvt. Ltd. by Mr. N.R. Narayana Murthy at Karnataka. The Company was started by seven people with the investment of USD 250. The company became a public limited company in the year 1992.

Infosys was co-founded in 1981. N.R. Narayana Murthy, Nandan Nilekani, N.S. Raghavan, S. Gopal Krishnan, S.D. Shibwal, K. Dinesh and Ashok aurora after they resigned from Patni Computer Systems. The company was incorporated as "Infosys Consultants Pvt Ltd." Pune as the registered office and signed its Client, the company corporate headquarters was relocated to Bangalore. It changed its name to "Infosys technologies private limited" in April 1992 and to "Infosys Technologies, Limited" When it became a public limited company in June 2011. On 1 June 2013 Mr. Narayanamurthy one of the founding member of Infosys and its long time CEO returned from his retirement to assume office in Infosys as its Executive chairman. Infosys Technologies is an Indian Multinational provider of business consulting information technology software engineering and outsourcing services. It is headquartered in Bangalore, Karnataka. Infosys is the third –largest India-based IT

services company by 2012 revenues and the second largest employer of H-IB visa professionals in the united states, as of on 28 march 2013.

Date of Establishment - 1981

Chairman - K.V. Kamath CEO -

S.D.Shibulal Headquarter -

Bangalore

Tagline - Powered by Intellect, Driven by Values

The company was the first Indian company to be listed on the NASDAQ in the year 1999. Infosys also forms a part of the NASDAQ-100 index. Continuously in the year 2001 2002 and 2003 the company wins the National Award for Excellence in corporate governance conferred by the Government of India. In April 2002 Infosys BPO Ltd was incorporated in India to address opportunities in business process management. In the year 2004 the company acquired 100% equity in Expert Information Services Pty Ltd Australia for USD 24.3 million. The acquired company was renamed as Infosys Technologies (Australia) Pty Ltd. In October 2 2004 they setup a wholly owned subsidiary in People's Republic of China named Infosys Technologies (China) Co Ltd. In the year 2005 the company established Infosys Consulting Inc. a wholly owned subsidiary in Texas US to add high-end consulting capabilities to their Global Delivery Model.

The company was selected as 'Best Outsourcing Partner' by the readers of Waters a publication covering the needs of chief information officers in the capital market firms. In the year 2007 the company increased the stake value in Progeon to 98.9% after acquiring shares from Citicorp International Financial Company. Infosys had taken over Philips' finance and administration business process outsourcing (BPO) centers spread across India Poland and Thailand for USD 28 million. Infosys set up various Special Economic Zone that for the company has an additional tax benefit. They set up another Special Economic Zone unit in Chandigarh which will be eligible for 100%

deduction of profit from exports tax calculation for the first five years followed by 50% deduction for next five years. Infosys has been pursuing their expansion plans over the past few years. The future enhancement of the company is to emerge the developing economies changing the business landscape with help of accessible talent pools and the adoption of non-linear growth model. It is a long term strategy. Infosys Technologies Ltd has partnered with ACDI/VOCA for promotes broad-based economic growth and to develop information and communication technology-enabled application to improve efficiencies in the agro supply chain in India. In the year 2008 the company established their first Latin American subsidiary namely Infosys Technologies S de R L de C V in Mexico to improve proximity to their North American clients. They also opened a development center and office for the region in Monterrey Mexico. As of April 2008 the company acquired Internet Protocol (IP) from an Australian company to add more functionality to Fincale.

Infosys provides software development and its maintenance services to a wide array of companies from different fields such as insurance, finance, manufacturing etc. Some of the important work related platforms used in Infosys are

- Mana which is now called NIA - Next Generation Integrated AI Platform.
- Edge Verve Systems which includes Finacle, a banking solution with various modules related to corporate & retail banking.
- Infosys' own analytics platform called as Infosys Information Platform.
- Infosys consulting is a global management consulting service.

Infosys Awards and Recognition

- Infosys won the Platinum Award at the Asset Corporate awards.
- At the 13th Indo-American Corporate Excellence Awards 2017, Infosys won the Responsible Business and the Indo-U.S. Trade Driver of the Year Awards.
- Infosys tax team won the “Asia’s best in-house tax team” award for the year 2017 awarded by Euromoney.

- Infosys won the Golden Peacock Environment Management award for the year 2017.
- Infosys won the awards for Best CEO, Best CFO and Best Investor Relations for the year 2017 in All Asia Executive Team Rankings by Institutional Investor magazine in the field of Technology/IT Services.
- Infosys won the Best Company in India at the 20th Finance Asia Platinum Awards for the year 2016.

COMPUTING INFRASTRUCTURE

Infosys has a variety of RDBMS platforms running on an array of several hundred high-end servers with terabytes of disk storage. Powerful workstations with the latest utilities, compilers and tools for development, testing and configuration management are available.

GLOBAL CONNECTIVITY

The Infosys communications network is a Global Wide Area Network. The network links all major offices to provide data, voice and video communications. The links enable us to provide cost-effective maintenance and co-development of software with customers. They also provide an effective medium for electronic mail and video-conferencing between the customer and Infosys. Infosys has a highly reliable WAN backbone interconnecting the global network hubs and Global Development Centres. This network is engineered to provide redundancy through alternate routing paths and different service providers. The Infosys enterprise network helps provide a high performance world-class software development environment that enables the delivery of software products and services to customers. Network management is given special focus. Unicenter TNG network management software provides for productive failure detection and counter measures.

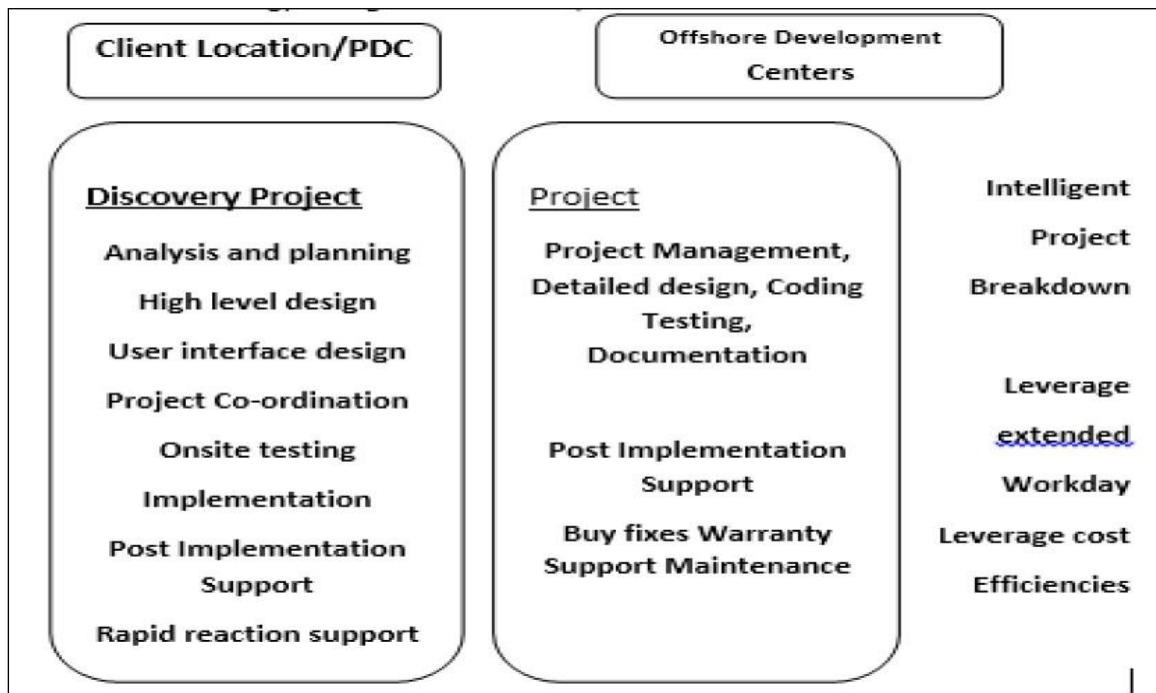
Some objectives of this enterprise network are to facilities:

- Remote connectivity to customer networks and systems.
- Internet access and global electronic communication.
- Seamless connectivity across all Infosys development centers to facilitate access to enterprise applications and for transparent information dissemination.
- Internal work flow automation.

Infosys policy for the security of computer networks and systems consists of systems, processes and controls that allow seamless information sharing while safe guarding against security violations. Infosys have a comprehensive disaster management plan which aims to minimize potential economic loss, reduce disruption to normal operations, ensure orderly recovery and increase asset protection. Disaster recovery plans are outlined for each category of equipment.

Some of the measure adopted by the Infosys:

- Rainwater from all catchment areas on campus is directed to reservoirs. The water is allowed to percolate down to the ground-water reservoirs over a period of time. This helps maintain the water table.
- All Infosys vehicles are regularly checked to ensure that they conform to the emission norms.
- Used paper is shredded and donated for recycling. Email; is the preferred means of communication, so we are almost a paperless office.
- Energy-saving fluorescent lamps are used in all areas.



SOURCE: worldwidejournals.com

FIG 2.1 GLOBAL DELIVERY MODEL OF INFOSYS TECHNOLOGIES LTD.

According to this model, projects are divided into components and are executed independently and concurrently, part at the client site and rest at the development centers. The components are then integrated into high quality robust solutions. Development centres that are spread across different countries allow Infosys Technologies to leverage time zones i.e., it can have 24-hour workdays. The company has been refining this model for the last two decades. The result has been that the project manager is ensured of total control regardless of physical locations. Deliverables are distributed across the project life cycles, eliminating nail biting photo finishes. The Global Delivery Model Helps Infosys to access talent worldwide. Rainwater from all catchment areas on campus is directed to reservoirs. The water is allowed to percolate down to the ground-water reservoirs over a period of time. This helps maintain the water table.

All Infosys vehicles are regularly checked to ensure that they conform to the emission norms. Used paper is shredded and donated for recycling. E-mail; is the preferred means of communication, so we are almost a paperless office. Energy-saving fluorescent lamps are used in all areas. Remote connectivity to customer networks and systems. Internet access and global electronic communication. Seamless connectivity across all Infosys development centers to facilitate access to enterprise applications and for transparent information dissemination. Internal work flow automation. networked work environment. Ergonomically designed work-space with full support services. High speed data – communication links providing connectivity to clients world-wide. Easy access to cafeterias and banking facilities. Round the clock security. The company aims to provide a self-contained campus like- environment with lifestyles facilities. Infosys have provides the following facilities: Fully equipped gym with sauna and steam bath. Basketball, tennis and volleyball courts. Table-tennis court and pool tables. Several dining options which includes a pizza joint and a specialty coffee kiosk. An amphitheater which has already hosted several cultural events.



SOURCE: INFOSYS WIKIPEDIA

FIG 2.2 LOGO OF INFOSYS

RESEARCH METHODOLOGY

RESEARCH METHODOLOGY

Research is "creative and systematic work undertaken to increase the stock of knowledge, including knowledge of humans, culture, and society, and the use of this stock of knowledge to devise new applications." or on the other hand Research is a process of steps used to collect and analyze information to increase our understanding of a topic or issue. At a general level, the research consists of three steps:

1. Pose a question.
2. Collect data to answer the question.
3. Present an answer to the question.

This should be a familiar process. You engage in solving problems every day and you start with a question, collect some information, and then form an answer. Research is important for three reasons.

1. The research adds to our knowledge:

Adding to knowledge means that educators undertake research to contribute to the existing information about issues .

2. Research improves practice:

Research is also important because it suggests improvements for practice. Armed with research results, teachers and other educators become more effective professionals.

3. Research informs policy debates:

Research also provides information to policymakers when they research and debate educational topics.

A research project may also be an expansion of past work in the field. Research projects can be used to develop further knowledge on a topic, or in the example of a school research project, they can be used to further a student's research progress to

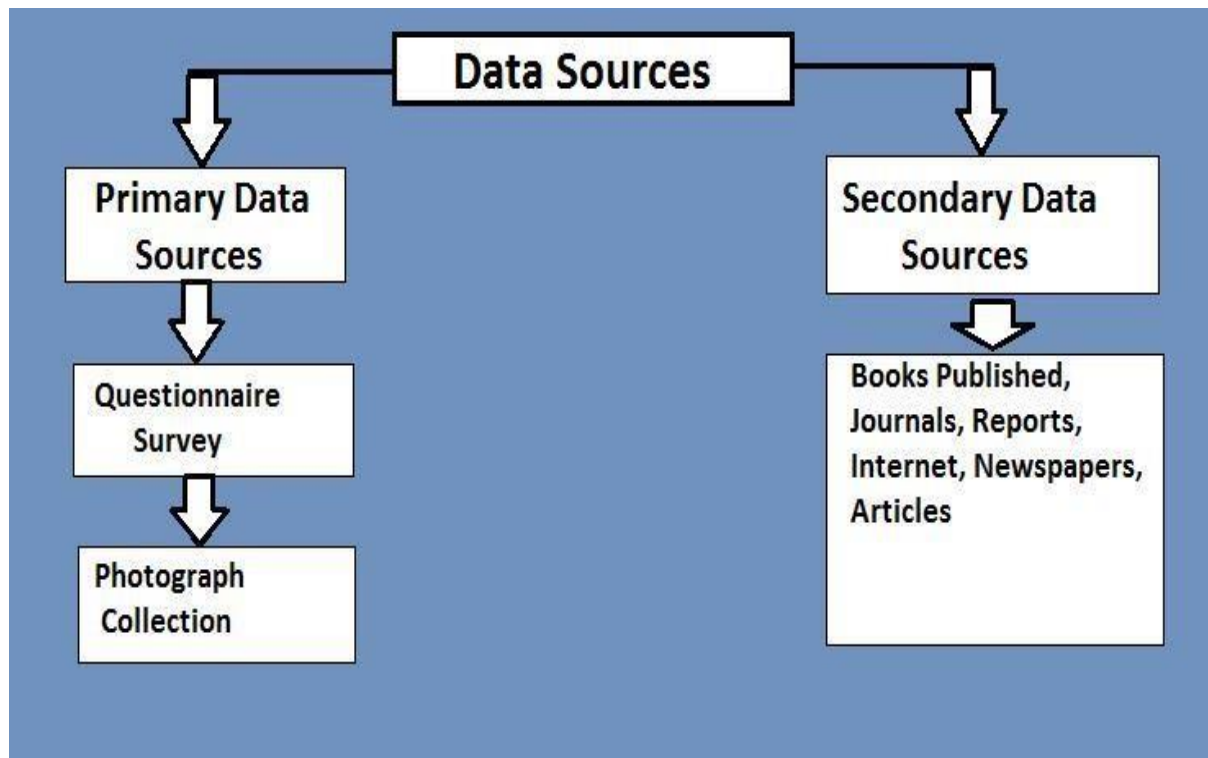
prepare them for future jobs or reports. To test the validity of instruments, procedures, or experiments, research may replicate elements of prior projects or the project as a whole. The primary purposes of basic research (as opposed to applied research) are documentation, discovery, interpretation, or the research and development (R&D) of methods and systems for the advancement of human knowledge. Approaches to research depend on epistemologies, which vary considerably both within and between humanities and sciences. There are several forms of research: scientific, humanities, artistic, economic, social, business, marketing, practitioner research, life, technological, etc. The scientific study of research practices is known as meta-research.

Data collection

Data collection is a standout amongst the most essential stages in carrying on research. You can have the best research plan in the world, however, in the event that you can't gather the necessary data you will not have the capacity to complete your venture. Data collection is an extremely challenging work that needs exhaustive planning, diligent work, understanding, determination and more to have the capacity to complete the assignment effectively. Data collection begins with figuring out what sort of data is needed, followed by the collection of a sample from a certain section of the population. Next, you have to utilize a certain tool to gather the data from the chosen.

Sources of Data Collection

Normally we can gather data from two sources namely primary and secondary. Data gathered through the perception or questionnaire reviews in a characteristic setting are illustrations of data obtained in an uncontrolled situation. Secondary data is the data acquired from optional sources like magazines, books, documents, journals, reports, the web and more. The chart below describes the flow of the sources of data collection:



SOURCE: <https://studiousguy.com/sources-of-data-collection/>

FIG 2.3 TYPES OF DATA SOURCES

Sources of Primary Data Collection

Primary data will be the data that you gather particularly with the end goal of your research venture. The leverage of Primary data is that it is particularly customized to your analysis needs. A drawback is that it is costly to get hold of. Primary data is otherwise called raw information; the information gathered from the first source in a controlled or uncontrolled situation. Cases of a controlled domain are experimental studies where certain variables are being controlled by the analyst.

The source of primary data is the populace test from which you gather the information. The initial phase in the process is deciding your target populace. For instance, if you are looking into the attractiveness of another washing machine, your target populace may be newly-weds.

Clearly, it's impracticable to gather information from everybody, so you will need to focus on the sample size and kind of sample. The specimen ought to be arbitrary and a stratified random sample is frequently sensible. In our washing machine illustration,

subpopulations may incorporate adolescent couples, moderately aged couples, old couples, and previously wedded couples.

Sources of Secondary Data Collection

You can break the sources of secondary data into internal as well as external sources. Inner sources incorporate data that exists and is stored in your organization. External data refers to the data that is gathered by other individuals or associations from your association's outer environment. Examples of inner sources of data incorporate, but are not restricted only to, the following:

- ☐ Statement of the profit and loss
- ☐ Balance sheets
- ☐ Sales figures
- ☐ Inventory records
- ☐ Previous marketing studies

If the secondary data you have gathered from internal sources is not sufficient, you can turn to outside sources of data collection, some outside sources of data collection include:

- ☐ Universities
- ☐ Government sources
- ☐ Foundations
- ☐ Media, including telecast, print, and Internet
- ☐ Trade, business and expert affiliations
- ☐ Corporate filings
- ☐ Method used in the project

In this project, secondary data is collected as it is economical. It saves efforts and expenses and is time saving. It helps to make primary data collection more specific since with the help of secondary data, we are able to make out what are the gaps and deficiencies and what additional information needs to be collected. It helps to improve the understanding of the problem. It provides a basis for comparison for the data that is collected by the researcher

But also, Secondary data is something that seldom fits in the framework of the marketing research factors. Accuracy of secondary data is not known and Data may be outdated.

Comparing both the advantages and disadvantages, it was clear that the project has to be made through the method of secondary data. As convenient as it may sound, the first hand information was tough or nearly impossible to get for the project and hence, the whole project is based on secondary data.

CHAPTER 3

ANALYSIS AND INTERPRETATION

ANALYSIS AND INTERPRETATION

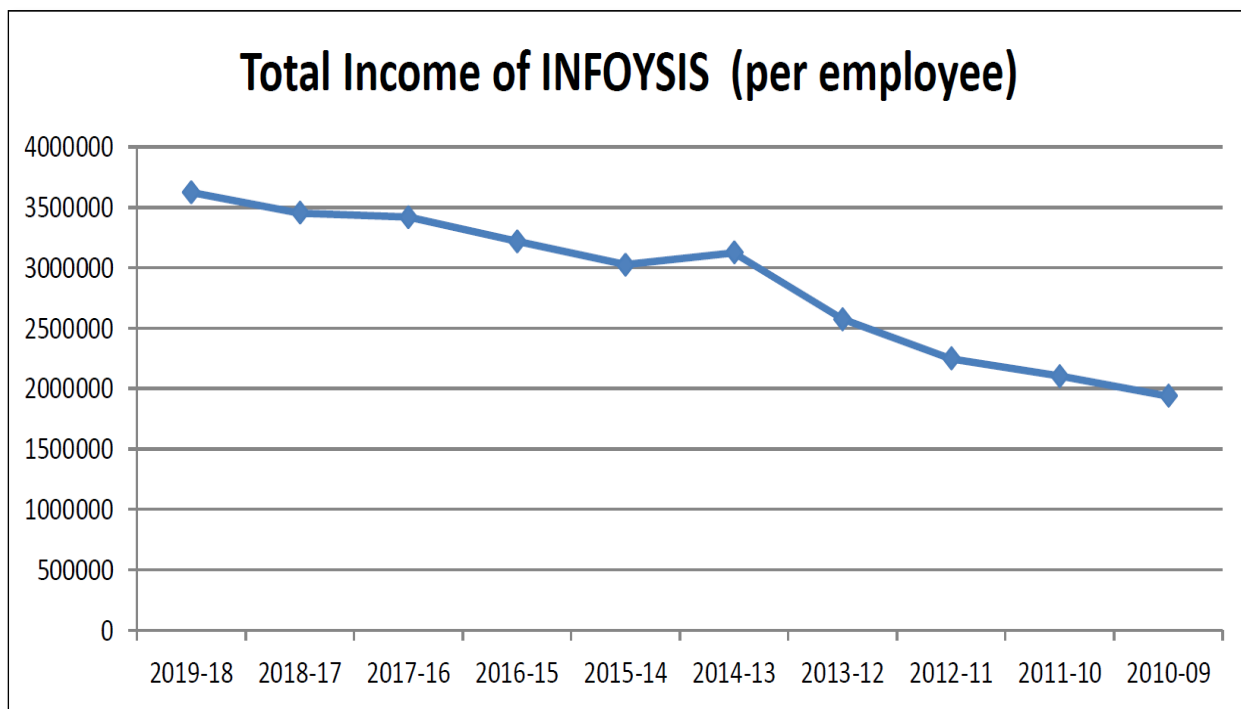
To check the relationship among organization revenue per employee and its expenditure per employee, we have collected data from the year 2009-2019 from the annual report of Infosys limited. We have collected data on the income from profit and loss account statement, the expenditure of the company on its employee and no. of the employee in the organization.

Year INFOSYS	Total income (in crore)	Expenditure on employees (in crore)	Number of employees	Total Income of INFOYSIS (per employee)	Expenditure incurred on employees (per employee)
2009-10	220500000000	103400000000	113796	1937677.95	908643.538
2010-11	275010000000	148560000000	130820	2102201.5	1135606.18
2011-12	337340000000	183400000000	149994	2249023.29	1222715.58
2012-13	403520000000	225650000000	156688	2575308.89	1440123.05
2013-14	501330000000	288310000000	160405	3125401.33	1797387.86
2014-15	533190000000	298020000000	176187	3026273.22	1691498.24
2015-16	624410000000	344180000000	194044	3217878.42	1773721.42
2016-17	684840000000	376590000000	200364	3417979.28	1879529.26
2017-18	705220000000	388930000000	204107	3455148.53	1905520.14
2018-19	826750000000	453150000000	228123	3624141.36	1986428.37

SOURCE: worldwidejournals.com

TABLE 3.1 FINANCIAL STATEMENT OF INFOSYS

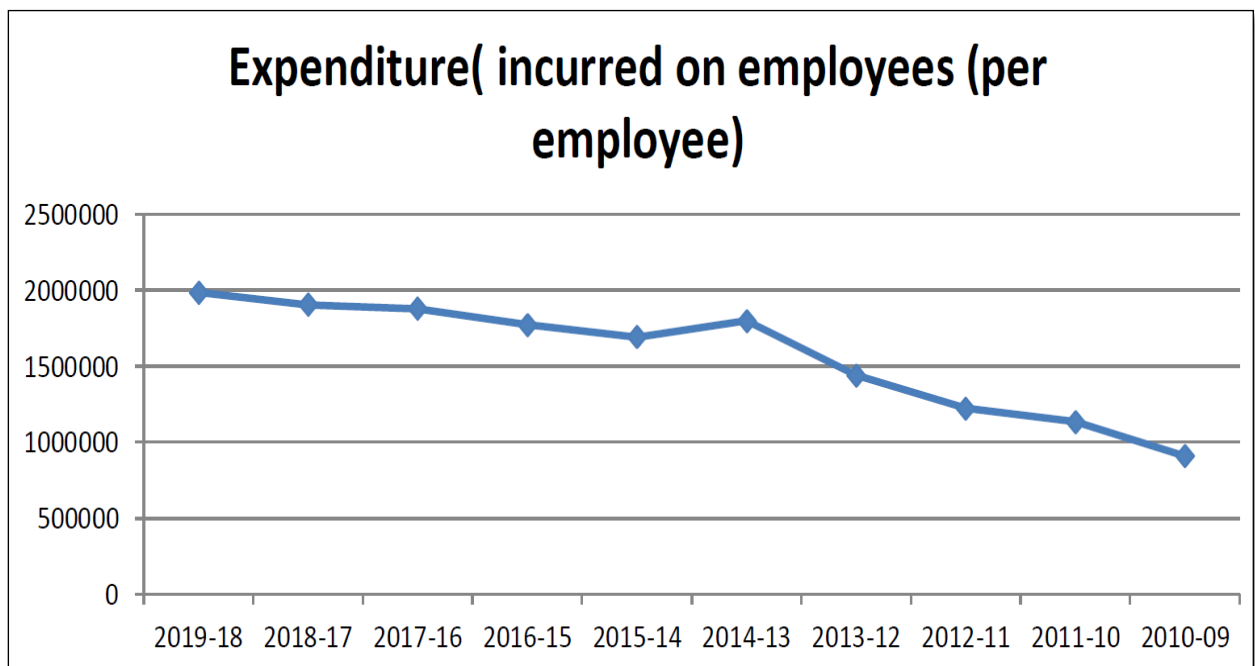
In the above table first column is showing the no. of year i.e. from 2009-2019. The second column is showing the income of the ICICI over a period of 10 yrs. The third column is showing the expenditure of the company on its employees. the fourth column consists of no. of employees in the company. In the fifth column, we have calculated income per employee by dividing the total income with the no. of employees in the subsequent rows. In the fifth column, we have calculated expenditure per employee by dividing the total expenditure of the company between the employee by the total no. of employees in the subsequent rows.



SOURCE: worldwidejournals.com

FIG 3.1 TOTAL INCOME OF INFOSYS

The above graph is showing an increasing trend in the income per employee by Infosys limited from the year 2009-2019. From the year 2009-2013, the graph is increasing at a constant rate. in the year 2014 income shows an increasing trend at a decreasing rate. In 2015-16 the graph is increasing at a constant rate. the year 2017 graph is showing an increasing trend at a decreasing rate. In the year 2018 again the graph is showing an increasing trend at an increasing rate.

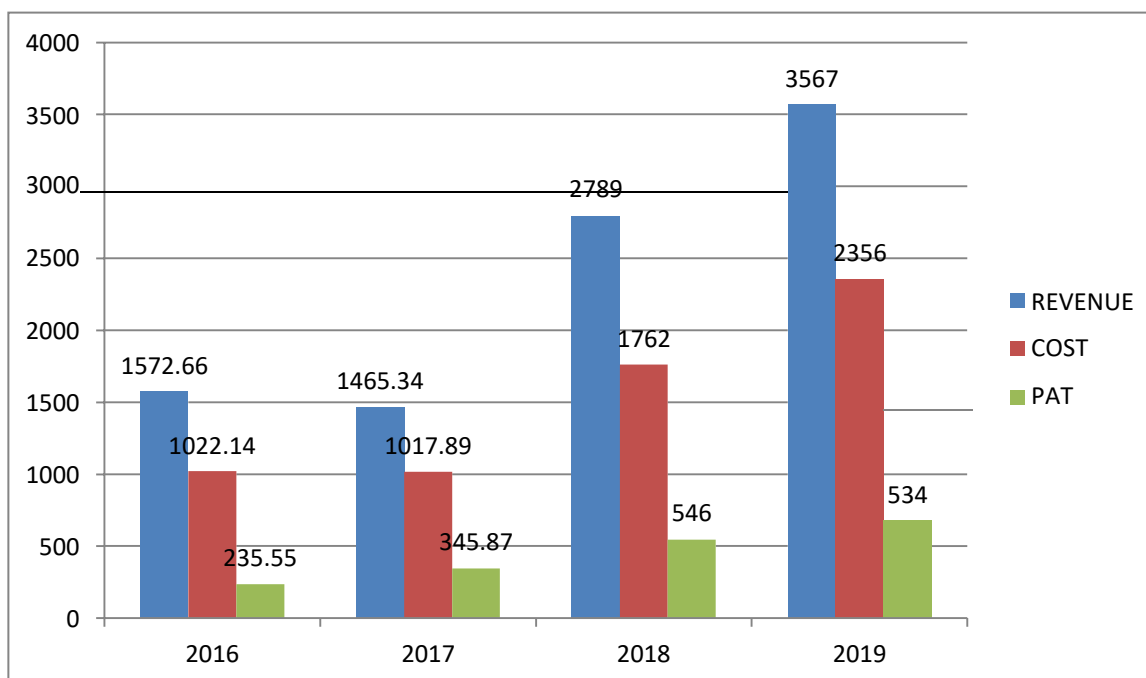


SOURCE: worldwidejournals.com

FIG 3.2 EXPENDITURE OF EMPLOYEES

The above graph is showing an increasing trend in the expenditure per employee by Infosys limited from the year 2009-2019. From the year 2009-2013, the graph is increasing at a constant rate. in the year 2014 income shows an increasing trend at a decreasing rate. In 2015-16 the graph is increasing at a constant rate. the year 2017 graph is showing an increasing trend at a decreasing rate. In the year 2018 again the graph is showing an increasing trend at an increasing rate. From the above two graphs, it is found that there is a relationship between income per employee and expenditure per employee. Both are showing the same trend over a period of different years.

RUPPEES IN CRORE

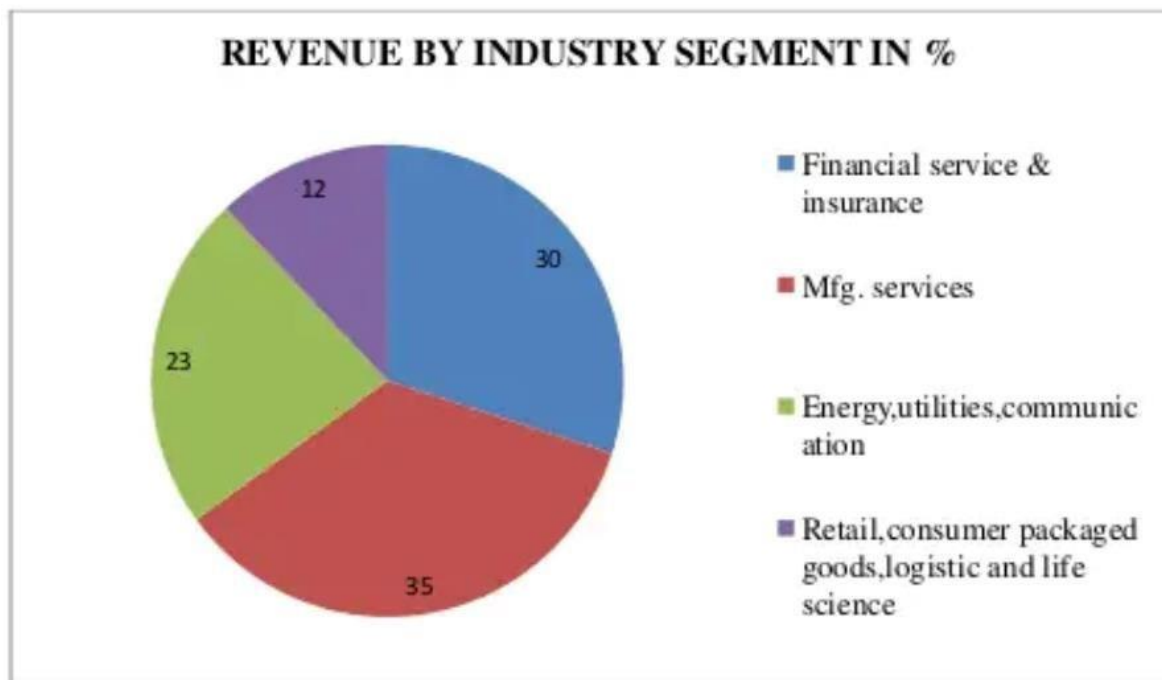


SOURCE: <https://image.slidesharecdn.com>

FIG 3.3 TREND IN REVENUE, COST AND NET PROFIT OVER THE PAST 4 YEARS

All the above items are continually moving in upward direction that show that the market response for the company is comparatively much more better. Compare to year 2016 the revenue is hiked by more than 123% and cost is increased by 121%, overall profit is increased by 196%.

Infosys offers Business process outsourcing solutions to several clients and its service offerings span across multiple industry segments. Following is the revenue by industry:



SOURCE: <https://image.slidesharecdn.com>

FIG 3.4 REVENUE BY INDUSTRY SEGMENT

Financial services like insurance, banking, mortgage and manufacturing services cover more than 65% of total revenue. Lowest revenue comes from retail, consumer, packaged goods, logistic and life service.'

LIMITATION OF STUDY

LIMITATIONS

Although the system renders the end number of advantages to the business, alongwith the positive points there are few negative points as well.

- Researchers spend so much time surfing through a pool of irrelevant data before finally getting the one they need. This is because the data was not collected mainly for the researcher.

In some cases, a researcher may not even find the exact data he or she needs, but have to settle for the next best alternative.

- Some data sources are known to exaggerate the information that is being shared. This bias may be some to maintain a good public image or due to a paid advert.

This is very common with many online blogs that even go a bead to sharefalse information just to gain web traffic. For example, a FinTech startup may exaggerate the amount of money it has processed just to attract more customers.

A researcher gathering this data to investigate the total amount of money processed by FinTech startups in the US for the quarter may have to use this exaggerated data.

- Some of the data sources are outdated and there are no new available data to replace the old ones. For example, the national census is not usually updated yearly.
Therefore, there have been changes in the country's population since the last census. However, someone working with the country's population will have to settle for the previously recorded figure even though it is outdated.
- The very common disadvantage with online sources is lack of regulatory bodies to monitor the kind of content that is being shared.

CHAPTER 4

CONCLUSION

CONCLUSION

The Infosys enterprise network helps provide a high performance world-class software development environment that enables the delivery of software products and services to customers. The Infosys communications network is a Global Wide Area Network. The network links all major offices to provide data, voice and video communications. The links enable us to provide cost-effective maintenance and co- development of software with customers. They also provide an effective medium for electronic mail and videoconferencing between the customer and Infosys. Infosys has a highly reliable WAN backbone interconnecting the global network hubs and Global Development Centre's. This network is engineered to provide redundancy through alternate routing paths and different service providers.

As we all know that there is booming in the service sector economies. And the employee plays a vital role in the service sector organization. In this study, we have analyzed that the performance of the organization and its expenditure on the employee furthermore we have analyzed the average income of the employee and average expenditure incurred by the company on employees. We have collected data from Infosys limited. So far for this study, we have selected the service sector as our population. And in India Infosys is a leading company in the Indian service sector. We have collected data from Infosys's annual report and with the help of an excel sheet we have constructed two graphs and tables. it has seen that both the graph are showing the same trends over the same period of time. From the above graph, we have found that there is a relationship between the income per employee and expenditure incurred per employee by the company. So there is a correlation between them on the basis of the above data, we can say the increases in the performance of the organization will simultaneously increase expenditure incurred on an employee by the company. The above data is showing a positive trend between organization income and its expenditure. So the organization should value their employees as they are the driving vehicles and assets of the organization.

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