Organizational Structure and Functioning in Tata Consulting Services

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Abstract

The historical background, total revenue, product quality, number of employees, subsidiaries and other aspects of the information technology organization surveyed help the development of the Indian information technology industry at the national and international level. It tells how this sector has grown at a pace and has become a prominent part of the global economy. Its contribution is to introduce new technologies and revolutionize the information technology revolution. It helps provide employment for population growth and creates wealth for the economy. It not only increases the level of people, but also helps to change people's minds. Here we edit the working culture of the TCS company.

Keywords: TCS, Finances, Recruitment, HR Organization, Employee Relation.

Introduction

The information technology industry plays an important role in the welfare of society, especially by providing quality products to customers in areas such as education, health, and disaster management. The industry invests a lot of welfare by providing its employees with various facilities. The information technology industry is a knowledge industry that focuses on lifelong education and contributes to the development of human resources. Information technology has made an important contribution to India's GDP growth. Information technology organizations such as Tata Consultancy Services, Infosys, and Wipro make an important contribution to making India a superpower country in information technology.

Tata Consulting Services (TCS) Organization:
Tata Son Limited began its leadership in 1968 to address management issues through the effective use of Tata Consultancy Services (TCS), a holding company, a holding company. In the eighties and nineties, Tata Consulting Services invested heavily in research and development of software engineering practices and
standards, software quality assurance, software project management, software processes and related statistics, software engineering, and software technology(2). Tata Consultancy Services today is a leader in information technology organizations in India. The chairman of this organization is R.N. The company's Tata and head office are located in Mumbai. The company is growing at a considerable pace, with sales of Rs.18533.72 for the fiscal year ending March 31, 2008, when the listed company spent the past four years with a CAGR of 23.8% recorded in time. The net profit of the company has increased to Rs. Rs. 450.876 billion (23.7 percent of gross income) in 2008 compared to Rs.3757.29 billion (Rs. 24.79 of total income) of the previous year(3). For the fiscal year ending March 31, 2008, the Company has gross working income of Rs.18979.67 billion.

Companies that perform large, end-to-end, mission-critical projects in diverse business and technology domains can continue to invest in innovation and technology. The company has 155 offices worldwide. In the year 2007-08, the company opened a center in Cincinnati, USA and a large center in India in Hyderabad and Pune. Large outdoor delivery centers are located in Hungary, Brazil, Chile, Uruguay and China. The United Kingdom and Europe account for 28.99 percent of consolidated revenue, while the United States remains the largest market and contributes 50.77 percent(4). Tactical consulting and system integration - Tactical consulting services utilize expertise in service practices - Development and maintenance of e-business applications, construction, technical consulting, engineering services, electronic security, major projects, quality advice and infrastructure development and management Banking, insurance, financial services, telecommunications, manufacturing and process industries, transportation, medical, government and utility global customers(5).

Tata Consultancy Services is committed to continually improving quality and processes in a rapidly growing environment. The Tata Consulting Service organization maintains domain specific certifications AS9100, ISO13485 and TL900. General Motors (GM), Ford Motor Company, General Electric, Citibank, IBM, British Telecom, Lucent Technologies, AXA Insurance and US utilities are included in the customer list. TCS has pioneered a global delivery network ModelTM that consumers can view as a key differentiating factor. The year 2007-2008 is driven by excellence and this is evident in the July 29 (Tata Consulting Service), which won the 2007 Tata Group's prestigious 'Sustainable Business Excellence Award.(6).

Tata Consulting Services organization is renowned for its good human resource practices. The company is a truly global company with a diverse employee base and over 108,000 employees from other countries. At the end of 2008, non-Indian citizens hired 9.1% of the total number of employees. In 2008, the proportion of women working in the company increased from 26% last year to 28%. During the year, the company recruited 22,116 employees(7). The Tata Consulting Services organization
encourages employees to pursue personal growth and higher meaning by providing a platform for creativity, expression, social initiatives and peoples. The Tata Consulting Service organization basically pioneered the concept of 'Global Village', an event where employees can learn about other cultures. The HR function of the Tata Consultancy Services organization has been reshaped and tightly integrated with business units to achieve senior employee satisfaction(8, 9). In 2007-08, the company received the "Data Quest Best IT Employer Award" for the fourth consecutive year.

Tata Consultancy Services has been awarded RASBIC - Recruitment and Human Resource Achievement for the second consecutive year in 2007-08. TCS remains 12.6% lower in 2008 than 12.6%. Tata Consultancy Services has established Maitree, a group of employees and their families around the world, to stimulate them with meaningful activities such as music, dance and sports. In addition to these activities, such as reaching a similar initiative similar to AIDS education off various, create MAITREE vehicles for community service and volunteerism(10). The company operated several subsidiaries in early 2009. Some of the subsidiaries are as follows

- Tata Consultancy Services (Morocco) SARL AU,
- Tata Consultancy Services (Africa) (PTY) Ltd,
- Tata Financial Management LLC,
- Tata Consultancy Services (South Africa) (PTY) Ltd.,
- IT Consulting Services etc.

Tata Consultancy Services covered in the present study is a software centre which is located at Noida (www.tcs.com; www.infoindia.com; www.moneycontrol.com).

**The function of human resource management system:**
Define organization's installation and configuration, organizational structure and hierarchy, organizational structure and hierarchy update Define classification and hierarchy of employees and access and set management access Level of Approval: TCS confirmed the same HRMS function.

**Recruitment and Change Tracking Process:**
With respect to recruitment, ads will appear in newspapers and magazines at different times. This process includes processing of applications, written tests, group discussions, and update lists for campus recruitment, maintenance staff, 71 service records and maintenance of employee benefits. Tracking changes in TCS consist of salary amounts, allowances and claims processing, loans and loans. In addition, the presence management system effectively tracks the sliding grilles, the presence registers are monitored by late arrivals, exceeded, and the data interface records and generates interface reporting. For training modules, there is a track in terms of budget allocation, internal training programs, educational institutions, training requests, after exercise details and details of post-training task assignments. Finally, performance appraisal management can also track the details of the appraisal executive
and employee publicity detail review, with appropriate performance reports.(11).

**HR planning process:**
The process of the staff at TCS consists of monitoring information to help determine the employee's performance, management information reports and details to maintain current employee information, transmission.

**TCS shifts to performance-based pay structure:**
TCS changes the payroll structure and applies a variety of compensation depending on performance. The biggest software consulting talent - already well under the pressure of time to compete with ESOP-based compensation structure of listed industry rival. TCS takes a solid step that differentiates wages at the same level and connects the performance of the business unit directly(12).

Figure 1 illustrates the role of HR as an accelerator. So whether you're hiring or developing a career, HR is a catalyst to start and institutionalize processes. Managing all functionality for all employees is difficult, but the smoothness of the activity is interesting. The HR structure that allows flexibility and authorization is the solution.

The Figure 2 illustrates that the HR head at each region has a sufficient degree of authority to carry out relevant functions and yet the corporate is easily accessible for advice and guidance. Such a structure promotes sharing of best practices across the regions and the institutionalization of the best across the regions(13).

TCS believes in the strength of human resources and focuses primarily on recruiting functions. A good recruiting process is a great foundation for your organization. In a dynamic software industry with a demand for supply, it is the quality of employees and staff that determines the success of an organization. Due to the highly complex process direction in human

**Figure 1:** The role of HR as an accelerator.
resource practices, system thinking is the key to designing all the designs of all TCS HR practices. This is a simplified "waterfall recruitment process" that fosters world-class talent with a good recruitment process to train interviewing skills (Figure 3) at a certification body (14).

**Figure 2:** The Authority and Organization of HR.

The authentication process contains a list of parameters that must be met. This includes library facilities, standard access keys, full-time faculty, and the number of computers versus students. The verification process is done through a software program based on a checklist. Because human resource groups are used to use technology to maintain objectivity, the accuracy of the data is also important (15).

**Figure 3:** The Recruitment Process.
The best and lowest of the training:
TCS has a reputation for having the best educational facilities for its employees. Little is known about the structured skills training offered to new employees, but it is hardly known that human resource groups play an important role in organizing participants and preparing them to work in teams and cultures Understanding(16).

Best maintenance
When business loyalty ceases and demand for qualified software resources is enormously high, the strength of TCS lies in employee maintenance and development. The low discharge rate is also amazing. TCS continually assesses human resources policies because it determines whether an employee is on the go. In a survey of IT market experts, 43% of respondents identified "lack of career improvement" as a major source of revenue. Another study found that people are able to join because of the labor culture and rewards, but their job satisfaction is low(17).

People Management, TCS Style:
The TCS, Gurgaon and Noida centers were the first to obtain the People Capability Maturity Model (PCMM) Level 4 certification. The process of the People Capability Maturity Model consists of the following steps:

1. The questionnaire is sent at 20% of the labor force.
2. Interviews with owners, especially HR departments and management staff;
3. Talk with staff; Interpretation of all data performed;
4. Strengths and weaknesses were revealed, and the organization notified and commented on it.
5. A manager dedicated to ensuring the growth of people within the organization with a section head that promotes growth.
6. Final rating if the company stays at that level.

Conclusion
In TCS, the HR management function is a system module called Human Resource Management System (HRMS). This feature allows HRMS to manage promotions, escalations, agents, vacations, and more. The system also collects reports on the periodic details of each employee and the effective use of labor throughout the organization(18).

In addition, the functions of HRMS typically include organization setup and configuration, organizational structure and hierarchy definition and update, employee classification and hierarchy definition and maintenance, and access and authorization level settings.

Reference
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