"A Study On Business In Digital Era"

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Management operates at different levels and so it is possible to apply management information systems at these varied levels.

Basic examples of management information systems are human resources management systems, financial management information systems and marketing management information systems.

Enterprise IT Systems

Enterprise IT systems are technologies designed to integrate and manage entire business processes for large organisations. Typically, enterprise application software is hosted on large servers over a computer network. Transmission of information can either be internal or external.

Examples of enterprise information systems may be accounting software, health care specific software or electronic data Interchange (EDI). Another example of software within this category is CRM (Customer relationship management software).

Information technology plays various roles in business, and provides a huge range of capabilities that enhance management performance. It is therefore important to understand the four major categories of IT systems and their functions in a business environment.

OBJECTIVE OF THE STUDY

- To study the role of information technology in business growth.
- To study the combined effect of information technology in business growth.

INTRODUCTION

IT (Information technology) provides commercial and industrial systems for businesses.

These systems enable businesses to function effectively and efficiently.

The use of information technology systems in a business environment can be classified into four broad categories, namely, function, communication, management and enterprise.

Function IT Systems

These applications allow individuals to function effectively in the workplace. Examples of these systems are word processors, spreadsheets, statistical analysis software and computer aided design (CAD). Employees can work and perform their task individually or collectively

using these software technologies.

Network IT Systems

Network IT allow effective communication within and outside an organisation. Examples range from simple e-mail (electronic mail) to blogs, wiki, IM (instant messaging) and electronic conferencing. These technologies promote interaction and collaboration among working groups and also facilitate quick information flow at all levels.

Management IT systems

MITS is a planned application that is designed to process data and transform it into useful information for management decision making.

In general, MIS are subsets of Enterprise IT systems. However, because of the vital role MIS play in a business environment, it is considered here as a major information technology for businesses.

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COMPANY PROFILE

INFORMATION TECHNOLOGY

Information technology (IT), as defined by the Information Technology Association of America (ITAA), is "the study, design, development, implementation, support or management of computer-based information systems, particularly software applications and computer hardware."[1] IT deals with the use of electronic computers and computer software to convert, store, protect, process, transmit, and securely retrieve information.

Today, the term information technology has ballooned to encompass many aspects of computing and technology, and the term has become very recognizable. The information technology umbrella can be quite large, covering many fields. IT professionals perform a variety of duties that range from installing applications to designing complex computer networks and information databases. A few of the duties that IT professionals perform may include data management, networking, engineering computer hardware, database and software design, as well as the management and administration of entire systems.

When computer and communications technologies are combined, the result is information technology, or "InfoTech". Information Technology (IT) is a general term that describes any technology that helps to produce, manipulate, store, communicate, and/or disseminate information. Presumably, when speaking of Information Technology (IT) as a whole, it is noted that the use of computers and information are associated.

The term Information Technology (IT) is sometimes said to have been coined by Jim Domsic of Michigan in November 1981. Domsic, who worked as a computer manager for an automotive related industry, is supposed to have created the term to modernize the outdated phrase "data processing". The Oxford English Dictionary, however, in defining information technology as "the branch of technology concerned with the dissemination, processing, and storage of information, esp. by means of computers" provides an illustrative quote from the year 1958 (Leavitt & Whisler in Harvard Business Rev. XXXVI. 41/1 "The new technology does not yet have a single established name. We shall call it information technology.") that predates the so-far unsubstantiated Domsic coinage.

In recent years ABET and the ACM have collaborated to form accreditation and curriculum standards for degrees in Information Technology as a distinct field of study separate from both Computer Science and Information Systems. SIGITE is the ACM working group for defining these standards.

Airtel selects the future employees keeping everything in mind right from the qualification of the employees to the future prospects-both of the organisation and the employees.

The first step involves the filling up of Manpower Indent Form. This form is filled up by the department, which is having the vacancy. The form consists of various questions which are to be answered like if the current vacancy is a replacement vacancy, its reason is to be specified -the factors which resulted it like death, retirement etc.

The department is required to give the qualifications that the future candidate should possess.

In the next step, this form is given to the Human Resource (HR) department; this department sees if the position can be filled through internal sources. The internal sources can be transfers, promotion etc. In the case of internal sources, the recommendations of the employees are not taken into consideration. If the HR department does not find suitable candidate within the organisation then this department has to give reasons for it. The form then goes to the Corporate HR for its approval.

When the suitable candidate is not available within the organisation, the organisation then moves to the outside world for filling up the vacancies.

If the number of employees required is large then the company has in its consideration three ways-

- The Data bank of the organisation.
- Advertisements.
- Contacting large consultants.

The company maintains a databank of the candidates, which is used when the number of vacancies to be filled up is large. The sources of databank can be the qualified candidates who had applied in the organisation earlier but due to some reasons could not join the organisation.

Advertisements are the second big source to attract the candidates. These are having much larger scope and reach to a number of people. The qualifications required by the organisation and the criteria could be described in detail.

Large number of consultants also constitutes a big source. Many people register themselves with these consultants and they act as a bridge between the organisation and the candidates. The consultants provide the company required details about all criteria. These consultants are fixed for the organisation, which are chosen on the basis of their performance. In case of overseas recruitment it is checked whether their Indian counterparts can perform the job efficiently or not. If need arises then they are also taken through consultants.

But if the number of vacancies is very small then the organisation takes the help of the local consultants.

The candidates are then required to fill up the Application Form. This form requires the candidate to fill the details regarding the previous employment, if any and his personal data. The form is having details regarding like the marital status, organisation structure, the position held by the candidate, his salary structure, the top three deliveries to the organisation that proved to be beneficial to the organisation, career goals, his strengths and weaknesses

etc.

After the application form has been duly filled and submitted, the selection process starts wherein the candidate has to pass through various stages and interview. The interview panel consists of the persons from Corporate (HR), and other persons including the executives from the department for which the vacancy is to be filled.
The selected candidates are then short-listed. The short listed candidates are then given priority numbers; this is due to the reason that sometimes the candidate who is having first priority is unable to join the organisation due to some reasons then in that case the candidate next in the priority list is given preference. The candidate has to under go medical examination and his credentials are verified.

After qualifying these stages, the candidate is then absorbed in the organisation and explained his/her duties. This phase marks the end of the selection procedure.

Airtel also perform Campus interviews as and when the need arises. The esteemed organisation also provides apprentice training-wherein the organisation trains the people in the working of the organisation and gives then stipend. If these trainees are found useful to the organisation then they are absorbed in the organisation else they are given certificate so that they can show this as an experience and get a job elsewhere.

Technology is rapidly growing in all areas. With this growth, many different occupations are being affected. Automotive technology is an occupation that is greatly affected by changing technology and industry standards. Current automobiles are a challenge to repair because of the advanced technology, but the future automobile will be even more complicated. Examples of this advanced technology include; navigational systems that use Global Positioning Satellites; electronic traffic monitoring; and automatic braking and steering systems (Riley, 1995). This advanced technology will require automotive technicians to have greater skills and knowledge in their technical area and it is anticipated this demand will continue to increase in the future (Cornish, 1996). When this study was conducted, there were eight fouryear automotive programs in the United States. Graduates of these programs tend to be employed with major automotive manufacturers in areas which include: (a) company representatives who train field technicians on new model (b) research and development; (c) customer service; and (d) dealership technical assistance.

Is there a demand for students graduating from four-year automotive technology programs? To establish whether this is a problem, department chairpersons at the eight universities currently offering baccalaureate degrees were contacted prior to this study to assess supply and demand for their students . As reported, each department chair indicated that current placement demand exceeded current enrollment. Within the automotive area, there is a tremendous amount of growth expected over the next 10-25 years (Cornish, 1996). Riley (1995) indicated change will be unbelievable and the rate of global change will continue to accelerate. Speelman and Stein (1993) state that qualified, well educated technical personnel are increasingly in demand as technology continues to develop. Based on the occupational outlook in automotive technology, educating future technologists is important and four-year colleges and universities can play a key role in this educational process. However, colleges struggle with maintaining and growing in their respective enrollments (Neustadt, 1994).

Past recruitment research tends to concentrate only on academic programs with limited research in recruitment in the technology programs. This past research was used as a basis for this study, since specific research had not been conducted in the four-year automotive technology area. From the literature, the following sixteen recruitment techniques were chosen: (a) friends at university/community college or high school, (b) university catalog, (c) high school/community college counselor/teacher, (d) parent(s)/relatives, (e) alumni, (f) technology recruitment activities, (g) university recruiters visiting my high school, (h) athletic advisor/coach, (i) admission office, (j) campus visit, (k) university reputation, (l) university recruiters visiting my community college, (m) location, (n) bulletin board, (o) promotional materials (brochures, letters, videos), and (p) articulation or direct transfer from community college. A panel of experts was used to establish face and content validity of the instrument. It was recommended by students serving on this panel that an additional item of "reputation of automotive program" be added to the instrument, which became the seventeenth item on the survey.

Technology recruitment activities should continue to be included as a part of the recruitment process. Recommended activities may include the use of career fairs, technology days, and student organizations.

It is advised that recruiters continue to recognize the influence of friends in the recruitment process. As recruiters visit with prospective students, they should also attempt to access prospective students in social settings in which their friends are also present so they are receiving the same information for future discussion or decisions.

The use of the university catalog and promotional materials has a positive influence on recruitment activities. Even though the catalog is a fixed publication at many universities, time and effort should be placed upon its development and appeal to prospective students. Within the area of promotional materials, many different avenues can be explored. Brochures and videos will continue to play an important role here, but as technology advances; universities may look into the development of home pages and real-time videos or compact

disc.

Recruiters need to remember the importance of location of the university to prospective students. The appeal of the community and campus may be emphasized by the recruiters to parents and students alike. If the distance is small between the university and the student's hometown, this should be stressed as well.

USE OF INFORMATION TECHNOLOGY TO MANAGING BUSINESS

- Management of all employee information.
- Reporting and analysis of employee information.
- Company-related documents such as employee handbooks, emergency evacuation procedures, and safety guidelines.
- Benefits administration including enrollment, status changes, and personal information updating.
- Complete integration with payroll and other company financial software and accounting systems.
- Applicant and resume management.

The HRIS that most effectively serves companies tracks:

- attendance and PTO use,
- pay raises and history,
- pay grades and positions held,
- performance development plans,
- training received,
- disciplinary action received,
- personal employee information, and occasionally,
- management and key employee succession plans,
- high potential employee identification, and
- Applicant tracking, interviewing, and selection.

An effective HRIS provides information on just about anything the company needs to track and analyze about employees, former employees, and applicants. Your company will need to select a Human Resources Information System and customize it to meet your needs.

With an appropriate HRIS, Human Resources staff enables employees to do their own benefits updates and address changes, thus freeing HR staff for more strategic functions. Additionally, data necessary for employee management, knowledge development, career growth and development, and equal treatment is facilitated. Finally, managers can access the information they need to legally, ethically, and effectively support the success of their reporting employees.

IMPACT OF INFORMATION TECHNOLOGY ON

HUMAN RESOURCE MANAGEMENT (BUSINESS GROWTH)

Definition

Information Technology encompasses the handling and retrieval methods and techniques used in information by automatic means. The means include computers, telecommunications and office systems or any combination Of these elements.

Use of Information Technology

- The use of electronic computers for the collection and

Processing of data.

- The direct application of computers in the managerial decision making process.

Functions of IT

- Data Collection
- Data Management

Opportunities of IT in BUSINESS GROWTH

- To make the desired information available.
- To supply the required information at a reasonable cost.
- To use the most efficient method of processing data.
- To plan & control personnel programs.
- To keep the information up-to-date.

Challenges

- New jobs are created and old jobs become redundant.
- Problem of unemployment resulting from technological Advancement.
- Increased cost on training & development programs of employees.

ROLE OF INFORMATION TECHNOLOGY IN BUSINESS

Information technology is all about storing, manipulating, distributing and processing information. Over the past few years, IT has replaced the conventional modes of businesses with innovative technological tools. In addition to the increased output and efficiency, IT has introduced new concepts such as e-commerce.

1. Productivity

- Technological applications, such as relational database technology, computeraided designing, word processing, spreadsheets and other software programming, increase productivity of businesses.

Significance ○ Business corporations maximize their commercial advantage by making the right use of IT tools. For instance, Michael Dell, founder of Dell Inc., introduced the online selling concept for personal computers. Today, customers around the globe order Dell products from the comfort of their homes via the Internet.

Monitoring

- IT is used for monitoring areas of the company that are not utilizing resources efficiently. For instance, Dell made use of real-time inventory and supply monitoring to produce only that number of computer systems that were demanded by Dell customers, reducing the cost of overproduction.

Business Performance Management

- According to bestpricecomputers.co.uk, BPM is defined as a management culture, which helps businesses to optimize their performance by analyzing processes using applications like OLAP (Online Analytical Processing), and EIS (Executive Information Systems).

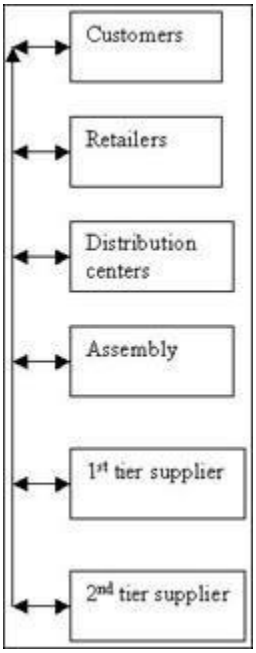
E-commerce

- E-commerce is buying and selling services and goods over the Internet. Online operations reduce the time and personnel required for business processes. It also reduces costs in areas like labor, document preparation, telephoning, and mail preparation.

Role of Information Technology in Supply Chain Management

INTRODUCTION:

Supply chain management (SCM) is concerned with the flow of products and information between supply chain members' organizations. Recent development in technologies enables the organization to avail information easily in their premises. These technologies are helpful to coordinates the activities to manage the supply chain. The cost of information is decreased due to the increasing rate of technologies. In the integrated supply chain model (Fig.1) bidirectional arrow reflect the accommodation of reverse materials and information feedback flows. Manager needs to understand that information technology is more than just computers. Except computer data recognition equipment, communication technologies, factory automation and other hardware and services are included.



Integrated supply chain model

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The importance of information in an integrated supply chain management environment:

Prior to 1980s the information flow between functional areas with in an organization and between supply chain member organizations were paper based. The paper based transaction and communication is slow. During this period, information was often over looked as a critical competitive resource because its value to supply chain members was not clearly understood. IT infrastructure capabilities provides a competitive positioning of business initiatives like cycle time reduction, implementation, implementing redesigned crossfunctional processes. Several well know firms involved in supply chain relationship through information technology. Three factors have strongly impacted this change in the importance of information. First, satisfying in fact pleasing customer has become something of a corporate obsession. Serving the customer in the best, most efficient and effective manner has become critical. Second information is a crucial factor in the managers' abilities to reduce inventory and human resource requirement to a competitive level. Information flows plays a crucial role in strategic planning.

Supply chain organizational dynamics:

All enterprises participating in supply chain management initiatives accept a specific role to perform. They also share the joint belief that they and all other supply chain participants will be better off because of this collaborative effort. Power with in the supply chain is a central issue. There has been a general shift of power from manufacturers to retailers over the last two decade. Retailers sit in a very important position in term of information access for the supply chain. Retailers have risen to the position of prominence through technologies.

The Wal-Mart & P&G experiences demonstrate how information sharing can be utilized for mutual advantage. Through sound information technologies Wal-Mart shares point of sale information from its many retail outlet directly with P&G and other major suppliers.

The development of Inter organizational information system for the supply chain has three distinct advantages like cost reduction, productivity, improvement and product/market strategies.

Barrett and Konsynsik have identified five basic levels of participation of individual firms with in the interorganizational system.

1. **Remote Input/Output mode**: In this case the member participates from a remote location with in the application system supported by one or more higher-level participants.

2. **Application processing node**: In this case a member develops and shares a single application such as an inventory query or order processing system.

3. **Multi participant exchange node** : In this case the member develops and shares a network interlinking itself and any number of lower level participants with whom it has an established business relationship.

4. **Network control node:** In this case the member develops and shares a network with diverse application that may be used by many different types of lower level participants.

5. **Integrating network node:** In this case the member literally becomes a data communications/data processing utility that integrates any number of lower level participants and applications in real times.

Four fundamental mistakes made when determining information requirements are as follows:

1. Viewing system as functional instead of cross-functional.
2. Interviewing managers individually instead of jointly.
3. Not allowing for trial and error in detail design process.
4. Asking the wrong question during the interview

Information and Technology: Application of SCM:

In the development and maintenance of Supply chain's information systems both software and hardware must be addressed. Hardware includes computer's input/output devices and storage media. Software includes the entire

system and application programme used for processing transactions management control, decision-making and strategic planning. Recent development in Supply chain management software is:

1. Base Rate, Carrier select & match pay (version 2.0) developed by Distribution Sciences Inc. which is useful for computing freight costs, compares transportation mode rates, analyze cost and service effectiveness of carrier.

2. A new software programme developed by Ross systems Inc. called Supply Chain planning which is used for demand forecasting, replenishment & manufacturing tools for accurate planning and scheduling of activities.

3. P&G distributing company and Saber decision Technologies resulted in a software system called Transportation Network optimization for streamlining the bidding and award process.

4. Logitility planning solution was recently introduced to provide a programme capable managing the entire supply chain.

Electronic Commerce:

It is the term used to describe the wide range of tools and techniques utilized to conduct business in a paperless environment. Electronic commerce therefore includes electronic data interchange, e-mail, electronic fund transfers, electronic publishing, image processing, electronic bulletin boards, shared databases and magnetic/optical data capture. Companies are able to automate the process of moving documents electronically between suppliers and customers.

Electronic Data Interchange:

Electronic Data Interchange (EDI) refers to computer-to-computer exchange of business documents in a standard format. EDI describe both the capability and practice of communicating information between two organizations electronically instead of traditional form of mail, courier, & fax. The benefits of EDI are:

1. Quick process to information.
2. Better customer service.
3. Reduced paper work.
4. Increased productivity.
5. Improved tracing and expediting.
6. Cost efficiency.
7. Competitive advantage.
8. Improved billing.

Though the use of EDI supply chain partners can overcome the distortions and exaggeration in supply and demand information by improving technologies to facilitate real time sharing of actual demand and supply information.

Bar coding and Scanner:

Bar code scanners are most visible in the check out counter of super market. This code specifies name of product and its manufacturer. Other applications are tracking the moving items such as components in PC assembly operations, automobiles in assembly plants.

Data warehouse:

Data warehouse is a consolidated database maintained separately from an organization's production system database. Many organizations have multiple databases. A data warehouse is organized around informational subjects rather than specific business processes. Data held in data warehouses are time dependent, historical data may also be aggregated.

Enterprise Resource planning (ERP) tools:

Many companies now view ERP system (eg. Baan, SAP, People soft, etc.) as the core of their IT infrastructure. ERP system have become enterprise wide transaction processing tools which capture the data and reduce the manual activities and task associated with processing financial, inventory and customer order information. ERP system

achieve a high level of integration by utilizing a single data model, developing a common understanding of what the shared data represents and establishing a set of rules for accessing data.

Conclusion:

World is shrinking day by day with advancement of technology. Customers' expectations are also increasing and companies are prone to more and more uncertain environment.

Companies will find that their conventional supply chain integration will have to be expanded beyond their peripheries. The strategic and technological innovations in supply chain will impact on how organizations buy and sell in the future. However clear vision, strong planning and technical insight into the Internet's capabilities would be necessary to ensure that companies maximize the Internet's potential for better supply chain management and ultimately improved competitiveness. Internet technology, World Wide Web, electronic commerce etc. will change the way a company is required to do business. These companies must realize that they must harness the power of technology to collaborate with their business partners. That means using a new breed of SCM application, the Internet and other networking links to observe past performance and historical trends to determine how much product should be made as well as the best and cost effective method for warehousing it or shipping it to retailer.

ROLE OF IT (INFORMATION TECHNOLOGY) IN BUSINESS GROWTH

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World is changing and along with it, flow of information is changing too. Consider as an example - the internet, it provides us with all latest happenings around the globe. Railways and Airways are connected with Information Technology. If we want to travel we can book tickets online, reserve rooms, etc. Sea routes are also connected. IT has become an essential part of our day to day life whether it's field of education, or entertainment, or business; everything is touched by information technology. Doctors can also help patients online, prescribing medicines or helping other doctor in dealing with emergency cases.

Buying and selling has become quite easy now. Online shopping through credit cards and debit cards has made purchasing effortless. Moreover you can do shopping anytime as there is no time constraint; they are open around the clock. Banking is another area which has been automated. The things that were earlier done manually have been computerized. Managing accounts, transferring of cash, depositing, withdrawing is no more a tedious task. Another field where IT has brought immense growth is Business sector.

In this IT driven corporate world it is essential to determine new ways to grow in business. It is important to understand that top management cannot alone manage the business; there vision and IT together can achieve higher objectives. Information technology and business together refers to management resources and using information by computer tools for gathering, processing information, storage of information and distribution of information. Small scale businesses buy software packages in order to run their business whereas large business firms can appoint engineers to build their own software to support company's tasks.
This has resulted in new job opportunities such as computer programmers, analysts, developers (hardware and software), etc. Implementing IT in an effective manner would decrease the cost; cost which is expected at the time of failure. Also increases the flexibility.

Large sectors, complicated, complex sectors have been transformed into centralized/ decentralized organizations. Opportunities have been increased in business; companies unlike manufacturing or distribution also make use of software either in determining weather conditions, freshness of product, or managing company's centers. Work can be optimized, costs can be reduced, and risks involved can be minimized and thus adds in growth of business. Determination of better strategies for business and solutions for business problems can be solved by IT. Companies may also exchange technology over the network.

The continuous growth in information technology is affecting all workers in the organization working at different levels, from top level executives to central level managing staff to lower level workers.

REASONS FOR MAINTAINING INVENTORY

Anticipation Inventory or Seasonal Inventory: Inventory are often built in anticipation of future demand, planned promotional programs, seasonal demand fluctuations, plant shutdowns, vacations, etc.

Fluctuation Inventory or Safety Stock: Inventory is sometimes carried to protect against unpredictable or unexpected variations in demand.

Lot-Size Inventory or Cycle Stock: Inventory is frequently bought or produced in excess of what is immediately needed in order to take advantage of lower unit costs or quantity discounts.

Transportation or Pipeline Inventory: Inventory is used to fill the pipeline as products are in transit in the distribution network.

Speculative or Hedge Inventory: Inventory can be carried to protect against some future event, such as a scarcity in supply, price increase, disruption in supply, strike, etc.

Maintenance, Repair, and Operating (MRO) Inventory: Inventories of some items (such as maintenance supplies, spare parts, lubricants, cleaning compounds, and office supplies) are used to support general operations Inventory and maintenance.

OBJECTIVES OF INVENTORY MANAGEMENT

There are three main objectives of inventory management, as follows:

Provide the desired level of customer service. Customer service refers to a company's ability to satisfy the needs of its customers. There are several ways to measure the level of customer service, such as: (1) percentage of orders that are shipped on schedule, (2) the percentage of line items that are shipped on schedule, (3) the percentage of dollar volume that is shipped on schedule, and (4) idle time due to material and component shortage. The first three measures focus on service to external customers, while the fourth applies to internal customer service. Achieve cost-efficient operations Inventory. Inventories can facility cost-efficient operations Inventory in several ways. Inventories can provide a buffer between operations Inventory so that each phase of the transformation process can continue to operate even when output rates differ. Inventories also allow a company to maintain a level workforce throughout the year even when there is seasonal demand for the company's output. By building large production lots of items, companies are able to spread some fixed costs over a larger number of units, thereby decreasing the unit cost of each item. Finally, large purchases of inventory might qualify for quantity discounts, which will also reduce the unit cost of each item.

Minimize inventory investment. As a company achieves lower amounts of money tied up in inventory, that company's overall cost structure will improve, as will its profitability. A common measure used to determine how well a company is managing its inventory investment (i.e., how quickly it is getting its inventories out of the system and into the hands of the customers) is inventory turnover Inventory, which is a Inventory of the annual cost of goods sold to the average inventory level in dollars.

BASIC INVENTORY DECISIONS

TYPES OF INVENTORY

Raw materials: The purchased items or extracted materials that are transformed into components or products.

Components: Parts or subassemblies used in building the final product.

Work-in-process (WIP): Any item that is in some stage of completion in the manufacturing process.

Finished goods: Completed products that will be delivered to customers.

Distribution inventory: Finished goods and spare parts that are at various points in the distribution system.

Maintenance, repair, and operational Inventory (MRO) inventory (often called supplies):

Items that are used in manufacturing but do not become part of the finished product.

INDEPENDENT VS. DEPENDENT DEMAND INVENTORY

Some inventory items can be classified as independent demand items, and some can be classified as dependent demand items. While we need to make the timing and sizing decisions for all inventory items, we must be careful in the manner in which we make those decisions for these two types of items.

Independent demand inventory item: Inventory item whose demand is not related to (or dependent upon) some higher level item. Demand for such items is usually thought of as forecasted demand. Independent demand inventory items are usually thought of as finished products.

Dependent demand inventory item: Inventory item whose demand is related to (or dependent upon) some higher level item. Demand for such items is usually thought of as derived demand. Dependent demand inventory items are usually thought of as the materials, parts, components, and assemblies that make up the finished product.

REASONS FOR MAINTAINING INVENTORY

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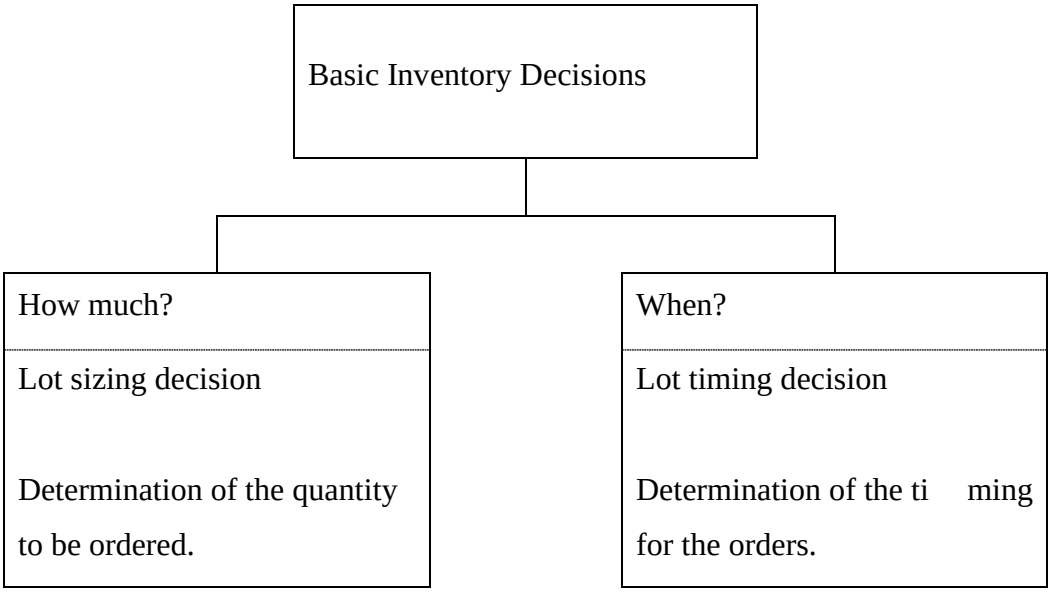
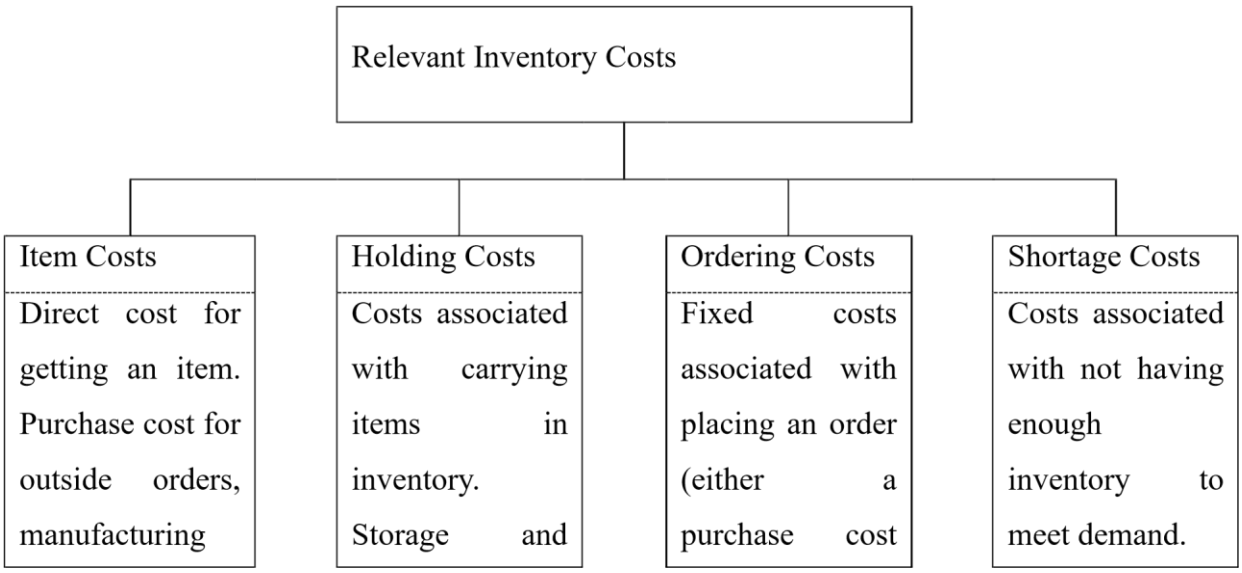
BASIC INVENTORY DECISIONS

There are two basic decisions that must be made for every item that is maintained in inventory. These decisions have to do with the timing of orders for the item and the size of orders for the item.



RELEVANT INVENTORY COSTS



BEHAVIOR OF COSTS FOR DIFFERENT INVENTORY DECISIONS

When assessing the cost effectiveness of an inventory policy, it is helpful to measure the total inventory costs that will be incurred during some reference period of time. Most frequently, that time interval used for comparing costs is one year. Over that span of time, there will be a certain need, or demand, or requirement for each inventory item. In that context, the following describes how the annual costs in each of the four categories will vary with changes in the inventory lot sizing decision.

Item costs: How the per unit item cost is measured depends upon whether the item is one that is obtained from an external source of supply, or is one that is manufactured internally. For items that are ordered from external sources, the per unit item cost is predominantly the purchase price paid for the item. On some occasions this cost may also include some additional charges, like inbound transportation cost, duties, or insurance. For items that are obtained from internal sources, the per unit item cost is composed of the labor and material costs that went into its production, and any factory overhead that might be allocated to the item. In many instances the item cost is a constant, and is not affected by the lot sizing decision. In those cases, the total annual item cost will be unaffected by the order size. Regardless of the order size (which impacts how many times we choose to order that item over the course of the year), our total annual acquisitions will equal the total annual need. Acquiring that total number of units at the constant cost per unit will yield the same total annual cost. (This situation would be somewhat different if we introduced the possibility of quantity discounts. We will consider that later.)

Holding costs (also called carrying costs): Any items that are held in inventory will incur a cost for their storage. This cost will be comprised of a variety of components. One obvious cost would be the cost of the storage facility (warehouse space charges and utility charges, cost of material handlers and material handling equipment in the warehouse). In addition to that, there are some other, more subtle expenses that add to the holding cost. These include such things as insurance on the held inventory; taxes on the held inventory; damage to, theft of, Inventory of, or obsolescence of the held items. The order size decision impacts the average level of inventory that must be carried. If smaller quantities are ordered, on average there will be fewer units being held in inventory, resulting in lower annual inventory holding costs. If larger quantities are ordered, on average there will be more units being held in inventory, resulting in higher annual inventory holding costs.

Ordering costs: Any time inventory items are ordered, there is a fixed cost associated with placing that order. When items are ordered from an outside source of supply, that cost reflects the cost of the clerical work to prepare, release, monitor, and receive the order. This cost is considered to be constant regardless of the size of the order. When items are to be manufactured internally, the order cost reflects the setup costs necessary to prepare the equipment for the manufacture of that order. Once again, this cost is constant regardless of how many items are eventually manufactured in the batch. If one increases the size of the orders for a particular inventory item, fewer of those orders will have to be placed during the course of the year, hence the total annual cost of placing orders will decline.

Shortage costs: Companies incur shortage costs whenever demand for an item exceeds the available inventory. These shortage costs can manifest themselves in the form of lost sales, loss of good will, customer irritation, backorder and expediting charges, etc. Companies are less likely to experience shortages if they have high levels of inventory, and are more likely to experience shortages if they have low levels of inventory. The order size decision directly impacts

the average level of inventory. Larger orders mean more inventory is being acquired than is immediately needed, so the excess will go into inventory. Hence, smaller order quantities lead to lower levels of inventory, and correspondingly a higher likelihood of shortages and their associated shortage costs. Larger order quantities lead to higher levels of inventory, and correspondingly a lower likelihood of shortages and their associated costs. The bottom line is this: larger order sizes will lead to lower annual shortage costs.

CLASSIC ECONOMIC ORDER QUANTITY (EOQ) MODEL

The EOQ model is a technique for determining the best answers to the how much and when questions. It is based on the premise that there is an optimal order size that will yield the lowest possible value of the total inventory cost. There are several assumptions regarding the behavior of the inventory item that are central to the development of the model **EOQ assumptions:**

1. Demand for the item is known and constant.
2. Lead time is known and constant. (Lead time is the amount of time that elapses between when the order is placed and when it is received.)
3. The cost of all units ordered is the same, regardless of the quantity ordered (no quantity discounts).
4. Ordering costs are known and constant (the cost to place an order is always the same, regardless of the quantity ordered).
5. When an order is received, all the items ordered arrive at once (instantaneous replenishment).
6. Since there is certainty with respect to the demand rate and the lead time, orders can be timed to arrive just when we would have run out. Consequently the model assumes that there will be no shortages.

Based on the above assumptions, there are only two costs that will vary with changes in the order quantity, (1) the total annual ordering cost and (2) the total annual holding cost. Shortage cost can be ignored because of assumption 6. Furthermore, since the cost per unit of all items ordered is the same, the total annual item cost will be a constant and will not be affected by the order quantity.

EOQ symbols:

D = annual demand (units per year)

S = cost per order (dollars per order)

H = holding cost per unit per year (dollars to carry one unit in inventory for one year)

Q = order quantity

CLASSIC ECONOMIC ORDER QUANTITY (EOQ) MODEL

We saw on the previous page that the only costs that need to be considered for the EOQ model are the total annual ordering costs and the total annual holding costs. These can be quantified as follows:

Annual Ordering Cost

The annual cost of ordering is simply the number of orders placed per year times the cost of placing an order. The number of orders placed per year is a function of the order size. Bigger orders means fewer orders per year, while smaller orders means more orders per year. In general, the number of orders placed per year will be the total annual demand divided by the size of the orders. In short,

Total Annual Ordering Cost = (D/Q)S

Annual Holding Cost

The annual cost of holding inventory is a bit trickier. If there was a constant level of inventory in the warehouse throughout the year, we could simply multiply that constant inventory level by the cost to carry a unit in inventory for a year. Unfortunately the inventory level is not constant throughout the year, but is instead constantly changing. It is at its maximum value (which is the order quantity, Q) when a new batch arrives, then steadily declines to zero. Just when that inventory is depleted, a new order is received, thereby immediately sending the inventory level back to its maximum value (Q). This pattern continues throughout, with the inventory level fluctuating between Q and zero. To get a handle on the holding cost we are incurring, we can use the average inventory level throughout the year (which is Q/2). The cost of carrying those fluctuating inventory levels is equivalent to the cost that would be incurred if we had maintained that average inventory level continuously and steadily throughout the year. That cost would have been equal to the average inventory level times the cost to carry a unit in inventory for a year. In short, Total Annual Holding Cost = (Q/2) H

Total Annual Cost

The total annual relevant inventory cost would be the sum of the annual ordering cost and annual holding cost, or

TC = (D/Q)S + (Q/2)H

This is the annual inventory cost associated with any order size, Q.

CLASSIC ECONOMIC ORDER QUANTITY (EOQ) MODEL

At this point we are not interested in any old Q value. We want to find the optimal Q (the EOQ, which is the order size that results in the lowest annual cost). This can be found using a little calculus (take a derivative of the total cost equation with respect to Q, set this equal to zero, then solve for Q). For those whose calculus is a little rusty, there is another option. The unique characteristics of the ordering cost line and the holding cost line on a graph are such that the optimal order size will occur where the annual ordering cost is equal to the annual holding cost.

EOQ occurs when: (D/Q)S = (Q/2)H a little algebra clean-up on this equation

yields the following:

$Q^2 = (2DS)/H$ And finally

$Q = \sqrt{2DS/H}$

(This optimal value for Q is what we call the EOQ)

E.O.Q ILLUSTIRATION IVENTORY

Annual demand (D) = 10,000 units per year

Ordering cost (S) = $75 per order

Holding cost (H) = $6 per unit per year

Lead time = 5 days

The company operates 250 days per year (hence, daily demand = 10,000/250 = 40 units per day)

Results of computations:

EOQ = 500 units

Number of orders placed per year = 20

Average inventory level = 250 units

Annual ordering cost = $1500

Annual holding cost = $1500

Total annual inventory cost = $3000

Time between the placement of orders = 12.5 days

SOME OBSERVATIONS ABOUT OUR EOQ ILLUSTINVENTORYN Given data

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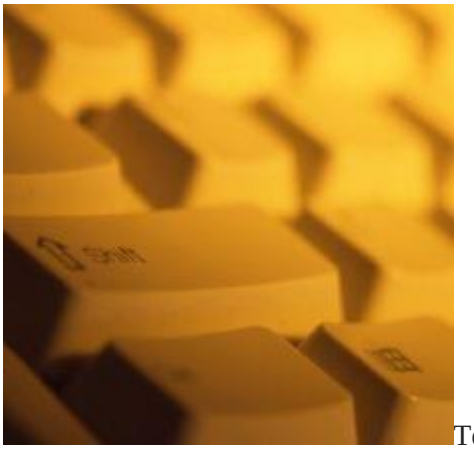
ROLE OF TECHNOLOGY ON BUSINESS DECISIONS

 Technology affects many business decisions.

Technology has a major impact on business decisions in many organizations, especially those where technology solutions are integral to critical operations. Often, technology is central to the business model itself, and larger organizations may employee a Chief Information Officer

(CIO) whose primary role revolves around technology-based business decisions.

1. Business Model

- One of the first areas where technology will play a role in business decisions is with the business model itself. In some cases, a business may not even have the opportunity to establish itself without technology solutions to support it. Many initial decisions are made based on the supporting role of technology, including communication methods, information and data management. In some cases, marketing and sales strategies are based on technology solutions, and play an important role in deciding on a course wherein the business can be profitable.

Staff

- Technology plays an ever-changing role in decisions about how to staff a business. At times, decisions have to be made about what kind and number of staff to employ

to manage and maintain the technology itself. At other times, automation from technology may play a role in eliminating certain positions.

Workplace

- Technology plays a strong role in the work environment itself. Many employees are mobile workers who may not require space and resources at a main office location, so decisions must be made about office environment and size. When information technology infrastructure is housed on-site, decisions must be made on how to set up and secure the system. In factory environments with automated technology in place, the entire layout of the facility should be based on how best to set up and use technology.

Commmunications

- The role of technology in business communications is so encompassing that it is arguable that no decision can be made in this area that does not involve technology solutions. All types of phone systems, including office and mobile, are technology-based and critical to most organizations. Information technology and Internet-based communications have a major impact on how, where and when business communication takes place. Many critical business decisions are communicated through these technology solutions, so their impact is almost universal.

Information and Data Management

- Critical business information and assets that exist in digital form are stored and retrieved through the business information technology network. Ongoing analysis and decision-making are required on how to maintain and secure this data. The CIO is responsible for ensuring that critical data is available and backed up in an off-site location. As with communications technology, this data is the backbone of many organizations. Digital information's role is so important that many business decisions could not be made at all without its availability.

IT (Information technology) provides commercial and industrial systems for businesses.

These systems enable businesses to function effectively and efficiently.

The use of information technology systems in a business environment can be classified into four broad categories, namely, function, communication, management and enterprise.

Function IT Systems

These applications allow individuals to function effectively in the workplace. Examples of these systems are word processors, spreadsheets, statistical analysis software and computer aided design (CAD). Employees can work and perform their task individually or collectively using these software technologies.

Network IT Systems

Network IT allow effective communication within and outside an organisation. Examples range from simple e-mail (electronic mail) to blogs, wiki, IM (instant messaging) and electronic conferencing. These technologies promote interaction and collaboration among working groups and also facilitate quick information flow at all levels.

Management IT systems

MITS is a planned application that is designed to process data and transform it into useful information for management decision making.

In general, MIS are subsets of Enterprise IT systems. However, because of the vital role MIS play in a business environment, it is considered here as a major information technology for businesses.

Management operates at different levels and so it is possible to apply management information systems at these varied levels.

Basic examples of management information systems are human resources management systems, financial management information systems and marketing management information systems.

Enterprise IT Systems

Enterprise IT systems are technologies designed to integrate and manage entire business processes for large organisations. Typically, enterprise application software is hosted on large servers over a computer network. Transmission of information can either be internal or external.

Examples of enterprise information systems may be accounting software, health care specific software or electronic data Interchange (EDI). Another example of software within this category is CRM (Customer relationship management software).

Information technology plays various roles in business, and provides a huge range of capabilities that enhance management performance. It is therefore important to understand the four major categories of IT systems and their functions in a business environment.

Lola Adegbulu has been involved in Internet study and information distribution for over seven years.

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RESEARCH METHODOLOGY

RESEARCH METHODOLOGY

The purpose of the methodology is to describe the research procedure. This includes overall research design, the sampling procedure, the data collection method, and analysis procedure.

Out of total universe 15 respondents from Airtel have been taken for convenience. The sample procedure chosen for this are statistical sampling method. Here randomly employees are selected and interviewed. Information, which I collected, was based on the questionnaires filled up by the sample employees.

Under secondary method I took the help of various reference books which I have mentioned in bibliography and also by way of surfing through the company website.

Primary Data

- **Questionnaire:** Corresponding to the nature of the study direct, structured questionnaires with a mixture of close and open-ended questions will be administered to the relevant respondents within the Personnel and other Departments of the organisation.

Secondary Data

- **Organizational literature:** Any relevant literature available from the organisation on the Company profile, recruitment & selection procedures, Job specifications (**Airtel)**, department-wise break up of manpower strength and the organisational structure.
- **Other Sources:** Appropriate journals, magazines such as ***Human Capital***, relevant newspaper articles, company brochures and articles on www sites will also be used to substantiate the identified objectives.

Sampling Plan and Design

A questionnaire will be used for the purpose of research:

Questionnaire: To test the validity and effectiveness of the recruitment and selection procedures within the organisation and to test the validity and effectiveness of the policies and procedures within the organisation**.**

 The basic rationale of Questionnaire is to ascertain the perception of the non-HR departments in terms of the validity and effectiveness of the policies and procedures used by the organisation. It is also in line with the assessment of any

suggestions/recommendations that the respondents from these Departments might have in terms of the use of an alternative source/device of recruitment and selection, than what already forms the current practice of the HR Department**.**

 Questionnaire would be administered to 15 respondents, holding a senior designation within the Personnel Department of the organisation. It will also be administered to at least 15 respondents belonging to ***typical*** Departments within the organisation and holding senior designations within their respective Departments.

Sampling Element

 For the purpose of administering the ***Questionnaire***, the respondents would comprise of personnel holding senior designations within the Personnel Department of the organisation. The respondents for the ***Questionnaire*** will also be preferably being panel members of the Recruitment & Selection Board of the organisation.

 The respondents would comprise of personnel holding senior designations within certain typical Departments identified within the organisation, namely:

- **Stores**
- **Finance**
- **Operations**
- **Electronics**
- **Engineering**

Sample Extent: The extent of the sample is confined to the Sahibabad operations of the ***Airtel***, specifically to the ***Administration.***

Sampling Technique

 Judgement Sampling would be used for the purpose of choosing the sample for the purpose of administering ***Questionnaire***. The identified expert would have a thorough knowledge about all the respondents within the Personnel Department of the organisation. Thus his/her expertise would be incorporated in locating, identifying and contacting the required respondents.

Again Judgement sampling would be effectively used in identifying the ***typical*** non - HR Departments within the organisation and subsequently for the location and identification of suitable respondents for ***Questionnaire.***

Sample size: 50

Sample area – NCR Region plans to offer a second

elective soon.

· IRMA is currently offering a part elective on Rural Finance Management in its PGDRM programme, which has a major focus on Micro Finance.

Institutional Arrangement

Small Scale Industrial Sector is provided working capital by commercial banks and in some cases by cooperative banks and regional rural banks. Term loans are provided by State
Financial Corporations (SFCs), Small Industries Development Corporations (SIDCs), National Small Industries Corporation (NSIC) and National Bank for Agriculture and Rural Development (NABARD). Financial assistance from NSIC and to some extent from SIDCs is available in the form of supply of machinery on hire purchase basis/deferred payment basis.

Small sized SSI and tiny units also get some term loans from commercial banks along with working capital in the form of composite loans.

Refinance to these institutions is provided by the Small Industries Development Bank of India (SIDBI).

Growth of Credit Flow from SIDBI

Table 1 reveals that there has been an increased flow of credit to SSI sector since its inception of SIDBI from 1990-91 to 1997-98. However, the annual growth of disbursement of funds is fluctuating from year to year. The lowest negative growth of - 4.50% has been observed in the year 1996-97 as against the highest growth of 26.87% in 1994-95. The annual average growth rate of disbursement during the period from 1990-91 to 1997-98 works out to be 6.76%. The most disturbing trend that is observed is the increasing gap between the sanctioned amount and disbursement.

III. Role of North Eastern Development Finance Corporation Limited

NEDFcl is the premier financial and development institution of the North East of India whose main objectives as per its Memorandum of Association are to carry on and transact the business of providing credit and other facilities for promotion, expansion and modernization of industrial enterprises and infrastructure projects in the North Eastern Region of India, also carry on and transact business of providing credit and other facilities for promotion of agro-horticulture, medicinal and sericulture plantation, aquaculture, poultry, dairy and animal husbandry development in order to initiate large involvement of rural population in the economic upsurge of the society and faster economic growth of the region. NEDFcl aims to be a dynamic and responsive organization to catalyze the economic growth of the NorthEast. It assists in the efficient formation of fixed assets by identifying, financing and nurturing eco-friendly and commercially viable projects in the region. It strives to achieve highest standard of quality in terms of services to the entrepreneurs by rendering in-depth counseling, timely advices and assistance for building quality enterprises on a sustained basis.

Though the North Eastern States of India including Assam is endowed with rich natural resources is yet to experience industrial development on a large scale for many obvious reasons such as large infrastructure deficiency, basic service backlog, high educated unemployment and fluid law and order situation. Seeing the emergence of a new breed of well educated and well informed entrepreneurial class in the recent past the need for a regional development financial institution having grass root knowledge of the region was felt which can provide financial as well as professional guidance to them The Borthakur Committee Report in 1994 conceptualized the formation of a North-Eastern Development Bank to cater to the needs of the North-Eastern Region and to mitigate some of the problems of the region as discussed above. Pursuant to this, the North Eastern Development Finance

Corporation Ltd. (NEDFcl) was incorporated under the Companies Act 1956 on August 9, 1995 with its registered office at Guwahati, Assam.

NEDFcl 's Initiatives

Despite unfavorable environment, NEDFcl has remained steadfast in its commitment to become the premier financial institution in the North-East and grew into a think-tank for the region including Assam. As a matter of fact, NEDFcl has already found its niche as a leader of sorts in innovative financing in the State, a fact that the following examples would amply demonstrate:

· The corporation launched its Micro Credit Finance Scheme to benefit agriculture, fishery, animal husbandry, horticulture and rural industries. · Its initiatives, the Cane and Bamboo Technology Centre, which is being sponsored by UNDP with NEDFcl being the implementing agency, and the Design Centre for Handloom and Handicrafts, were undertaken not only to improve the lot of thousands of rural artisans all over the North-East, but also help promote exports in the sector.

· Establishment of IT Park at Guwahati and an appropriate financing scheme for IT industries to help increase the lending portfolio of NEDFcl . · Making some headway in promoting biotechnology in the region by negotiating with foreign promoters.

· Preparing a master plan for the development of tourism and particularly embarking on a big private sector adventure tourism project.

· Sponsoring a number of studies under the Techno Economic Development Fund, covering a number of areas, including development of cold storage facilities, impoundment of water and development of pumped storage facilities, development of a regional airlines for the region, feasibility of using coal and limestone of Assam and Meghalaya for value-added industry, and the promotion of medicinal plants.

NEDFcl ' Achievements in Assam

The performance of NEDFcl in Assam when examined from the point of view of its sanctioned amount of loans and their disbursements, it is found that the corporation has played a tremendous role in promoting entrepreneurship in the state (Table 2). The sanctioned amount and disbursement of the corporation have increased in the state from Rs. 682 lakh to Rs.3400 lakh and from Rs.615 lakh to Rs.2170 lakh respectively from the period from 199697 to 2002-03. One of the disturbing trends that are observed in the state is that the difference between the sanctioned amount and the disbursement is also simultaneously increasing over the period which is not a good sign for small scale industrialization. Similarly the share of Assam in total disbursement of loan in the North East is also decreasing.

IV. Credit Flow of Commercial Banks to SSI and Tiny Sectors

The idea regarding distribution of credit flow to SSI and Tiny sectors from commercial banks can be had from the data presented in Table 3. The table reveals that there has been an increase of 45.6% of net bank credit to SSI and tiny

sector during a period of five years from 1995 to 1999. When there is a marginal increase in the share of credit to SSI sector as a percentage of net bank credit it has declined and fluctuating in the tiny sector. The advances to tiny sector increased from Rs.7, 734 crores in 1995 to Rs. 10,273 crores in 1998. The share of tiny sector in the advances to SSI sector has, however, decreased from 29.93% in 1995 to 27.0% in 1998 though RBI guidelines recommends as high as 60% of which 40% to go to tiny units with investment in plant and machinery below Rs. 5 lakh and another 20% to tiny units with investment in plant and machinery between Rs. 5 lakh and Rs. 25 lakh.

Total Credit Flow from Commercial Bank to Assam

Assam in the North East is the major beneficiary as regards total flow of funds from commercial banks is concerned (Table 4). Total credit has increased from Rs. 2941.4 crores to Rs. 9822.8 crores from the period from 1996-97 to 2002-03. In the entire period the State alone has taken 78% of total credit disbursed to the entire North East Region. However, if we examine from the point of view of per capita credit flow it is lagging much behind. When per capita flow of credit to North East as a whole is Rs. 12391 Assam is having a very low per capita credit of Rs. 2870 which is almost 23% of the NE average. Though by any standard Assam is lagging behind but it has been able to establish a number of SSI units due to easy flow of funds either from commercial banks or from NEDFcl or SIDBI. There exists a positive significant correlation between flow of funds and number of units established in the

State (Table 5). There are about 517 entrepreneurs who are trained under joint sponsorship of NEC-IDBI-SIDBI in Assam of which 147 of them have established their units. Assam is the second best state next to Nagaland as far as percentage of trained entrepreneurs establishing their SSI units in the region. If we examine the performance of Assam from the point of view of establishments of SSI units by trained entrepreneurs who were financed by commercial banks it is again lagging behind Arunachal Pradesh (Table 6).

IV. Role and Steps taken by RBI for the Development of SSI Sector

Credit to SSI sector is monitored periodically by Reserve Bank of India, Department of SSI and National Advisory Committee of SIDBI, State Level Bankers Committee and District Level Coordination Committees of the Bank.

a. The Central Government on the recommendation of RBI has raised the investment limit for SSIs from Rs.60 lakh to Rs.300 lakh and for tiny units from Rs.5 lakh to Rs.25 lakh.

b. Public sector banks have been advised to make it operational more specialized SSI branches at centers where there is a potential for financing many SSI borrowers.

c. To extend 'Single Window Scheme' of SIDBI to all districts to meet the financial requirements (both term loan & working capital) of SSIs.

d. With a view to moderating the cost of credit to SSI units, banks are advised to accord SSI units with a good track record the benefits of lower spread over the Prime Lending Rate.

e. In order to take expeditious decision on credit proposals of SSI units, banks have been advised to delegate enhanced powers to the branch managers of the specialized SSI branch so that most of the credit proposals are decided at the branch level.

Initiatives Announced in 1999-2000

a) Launching of A New Credit Insurance Scheme

Inability to provide adequate security to banks and low recovery are often sighted as major constraint in flow of investment credit of SSI units. The problem is more acute for export oriented and tiny sector enterprises. To alleviate this problem, a new credit insurance scheme has been launched.

b) Enhancement of Limit of Composite Loan Scheme

The composite loan scheme of SIDBI and commercial banks is designed to ease operational difficulties of the small borrowers by providing them term loan and working capital through a single window. The limit for composite loans currently at Rs. 2 lakh has been enhanced to Rs.

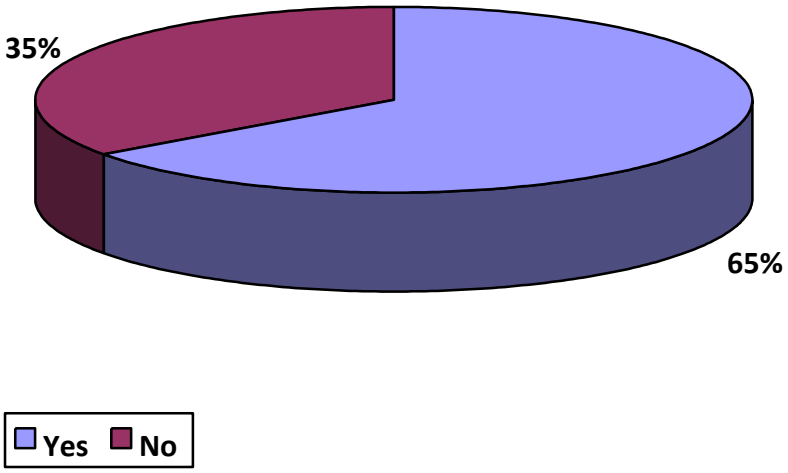
5 lakh.

ANALYSIS & FINDINGS

ANALYSIS & FINDINGS

Do you know about Business and IT?

a. Yes b. No

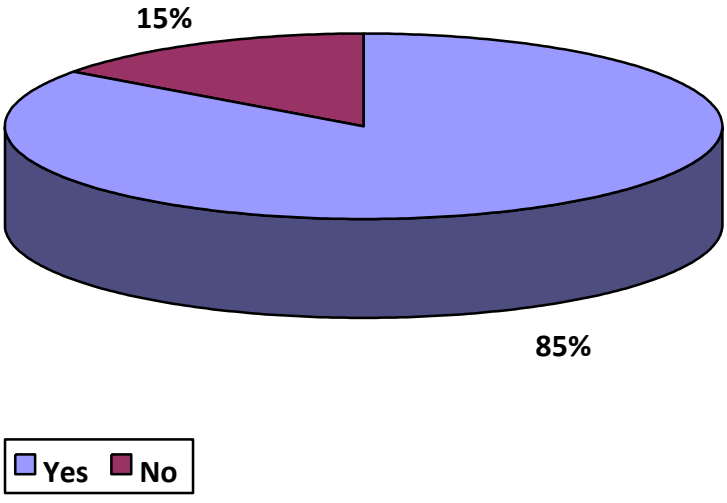


Interpretations:

In the survey I find that 65% employee known about BUSINESS GROWTH and IT and 35% don't know about this.

Is there any relation between BUSINESS GROWTH and IT?

a. Yes b. No

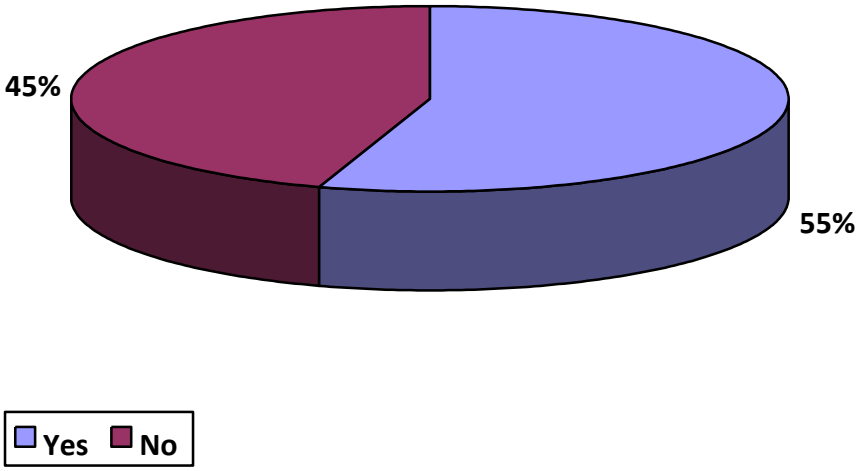


Interpretations:

In the survey I find that 85% employee are agree with relation of BUSINESS GROWTH and IT and 15% are not agree.

Does the implication of this process make work to run in a convenient way?

a. Yes b. No

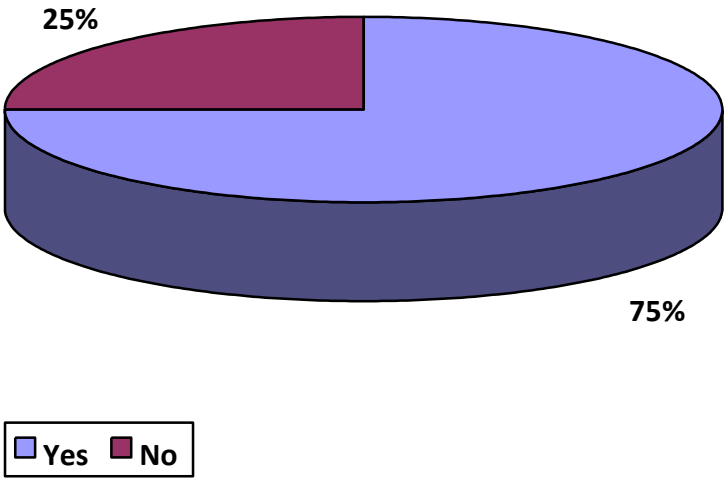


Interpretations:

In the survey I find that 55% says yes and 45% says no.

Can Information technology affect the Human resource management in your company?

a. Yes b. No

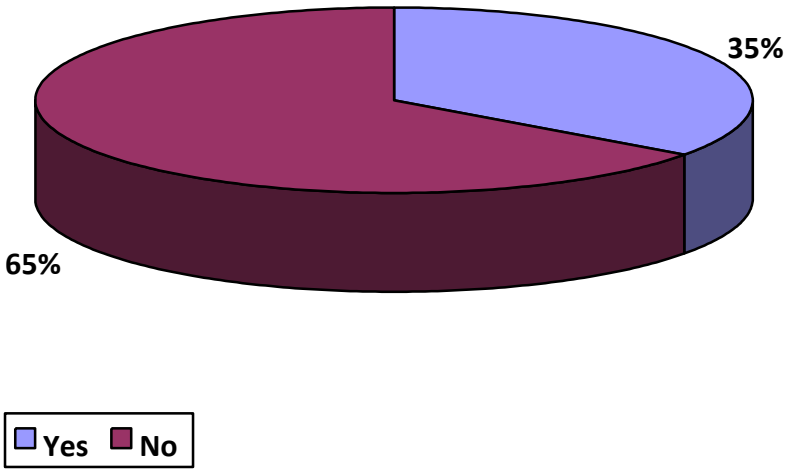


Interpretations:

In the survey I find that 75% says yes and 45% says no.

5. Do you give all details of your employee on internet?

a. Yes b. No

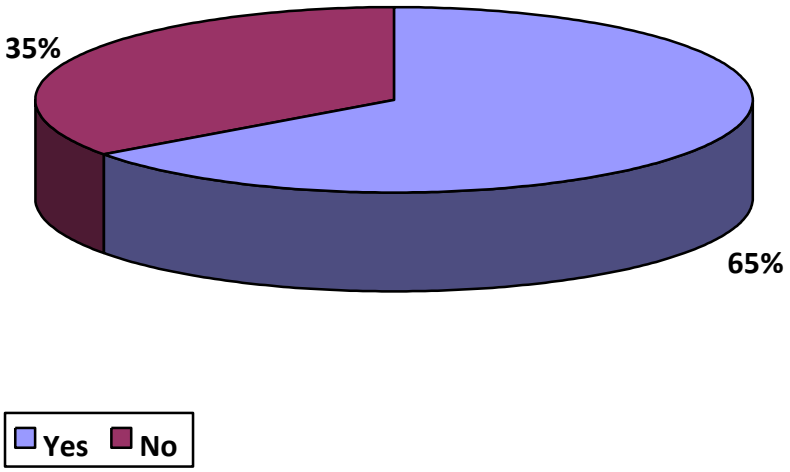


Interpretations:

In the survey I find that 35% says yes and 65% says no.

6. Does IT help you in your training and development program?

a. Yes b. No

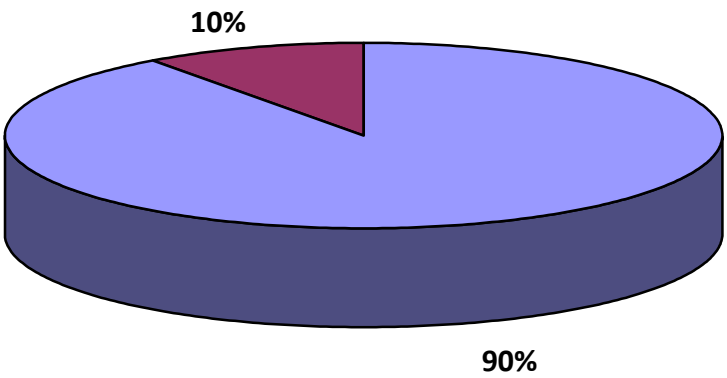


Interpretations:

In the survey I find that 65% says yes and 35% says no.

7. Does IT help you in your recruitment and selection process?

a. Yes b. No

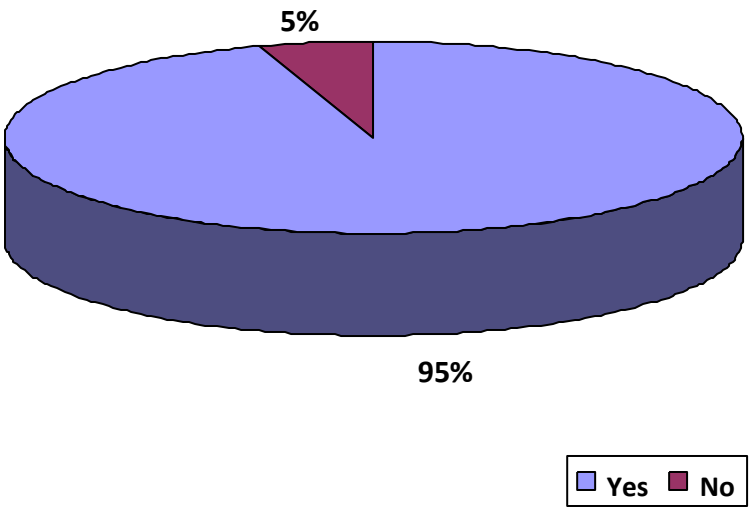


Interpretations:

In the survey I find that 90% says yes and 10% says no.

8. Does IT help you in managing Human resource development program?

a. Yes b. No

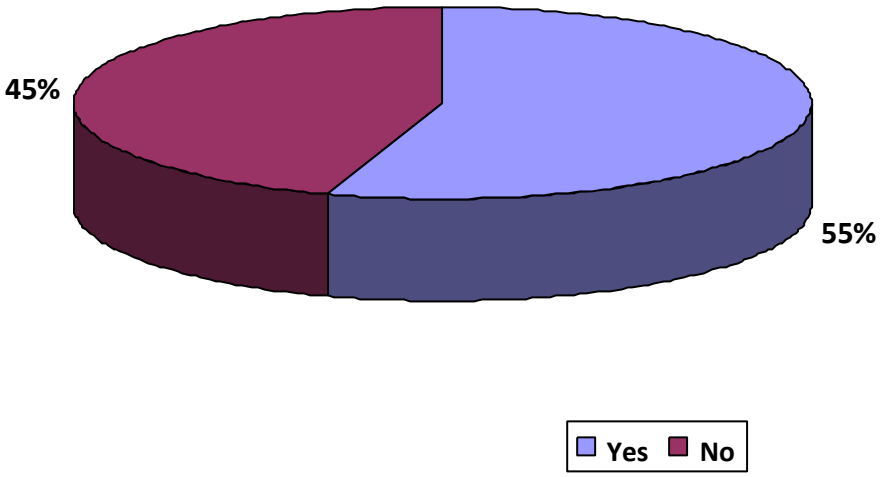


Interpretations:

In the survey I find that 95% says yes and 5% says no.

9. Does IT help you to manage the stress of your employees?

a. Yes b. No

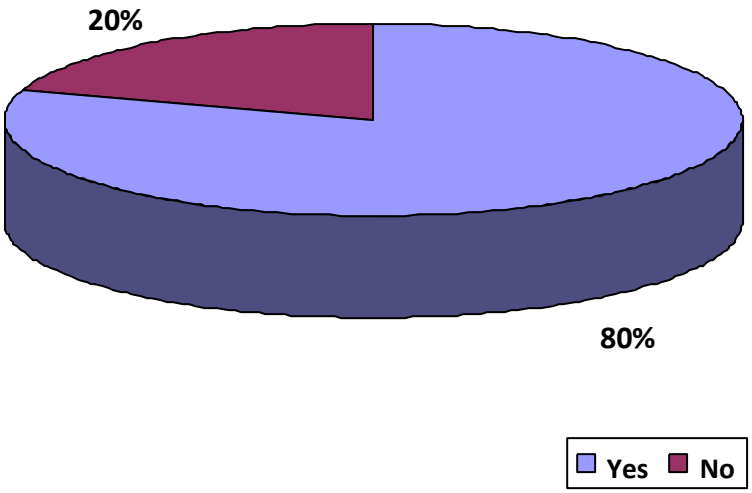


Interpretations:

In the survey I find that 55% says yes and 45% says no.

10. Does this process is biased free?

a. Yes b. No



Interpretations:

In the survey I find that 80% says yes and 20% says no.

FINDING

- The awareness about IT Industry is high as about 70%.
- Mostly an individual preferred network marketing for earning of additional income.
- According to survey scheme of IT Industry is very attractive but most of the respondent viewed that it is very hard to convince an individual for membership.
- According to respondent view the product of IT Industry is so costly and it is not preferable by middle and lower class family.
- Mostly respondent graded product quality is average.
- Price of product is high.
- Number of members become in active or drawn their member ship from IT Industry because they fail to make new members.

LIMITATIONS

- The scope of the study in terms of coverage is limited to the ***Delhi operations*** of the *Airtel*
- Within the organisation the study is limited to the top-level management of the Personnel Department of the organisation ***(out of which samples of the respondents are also members of the Recruitment & Selection committee).*** This is for the purpose of administering the questionnaire.
- In line with the purpose of conducting employee interviews, the study would be confined to personnel holding typical designations within the organisation at different levels of management.
- Although the limitations that I faced in the organizations is the absence of Trade Unions co-operation, otherwise which could have help me in understanding the industrial relations in a comprehensive manner.
- Secondly, the limitation that I have is the scope of collection of sample size which was confined to only one department, which would have other wise made my study and observations in an effective manner.

RECOMMENDATIONS

Personal records have always been necessary for good personnel administration. As business continue to grow and the administration of personnel becomes more sophisticated and professional. The volume of paper records increase in proportion, with the new technologies creating new and vastly different records.

The focus of attention is on non-statutory record system. The nature of the research is defined as conclusive as research findings are expected to result in specific decisions being made or specific actions being taken. The research is intended to provide information for planning activity.

The case method of study has been adopted as Research Methodology to understand the business situation. The method involves intensive study of a relatively small number of situations. The emphasis is on obtaining a complete description and understanding of the relationships of factors in each instance, regardless of the numbers involved. This method is applicable to both secondary and descriptive studies.

This method is of particular value when one is seeking help on a problem in which the relationships of a number of factors are involved, and in which it is difficult to understand the individual factors without considering their relationships.

CONCLUSION

An effective HRIS provides information on just about anything the company needs to track and analyze about employees, former employees, and applicants. Your company will need to select a Human Resources Information System and customize it to meet your needs.

With an appropriate HRIS, Human Resources staff enables employees to do their own benefits updates and address changes, thus freeing HR staff for more strategic functions. Additionally, data necessary for employee management, knowledge development, career growth and development, and equal treatment is facilitated. Finally, managers can access the information they need to legally, ethically, and effectively support the success of their reporting employees.

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QUETSIONNAIRE

1. Do you know about BUSINESS GROWTH and IT?

a. Yes b. No

2. Is there any relation between BUSINESS GROWTH and IT?

a. Yes b. No

3. Does the implication of this process make work to run in a convenient way? a. Yes b. No

4. Can Information technology affect the Human resource management in your company?

a. Yes b. No

5. Do you give all details of your employee on internet?

a. Yes b. No

6. Does IT help you in your training and development program?

a. Yes b. No

7. Does IT help you in your recruitment and selection process?

a. Yes b. No

8. Does IT help you in managing Human resource development program?

a. Yes b. No

9. Does IT help you to manage the stress of your employees?

a. Yes b. No

10. Does this process is biased free?

a. Yes b. No