APPENDIX-A

LIST OF ABBREVIATIONS

1. ASSOCHAM-The Associated Chambers of Commerce and industry of India
2. BFSI-The Banking, Financial Services and Insurance
3. BPO-Business Process Outsourcing
4. CAGR-Compound Annual Growth Rate.
5. CRISIL-Credit Rating and Information services of India limited
6. FDI-Foreign Direct Investment
7. FICCI-Federation of Indian Chambers of Commerce and Industry
8. FY-Fiscal Year
9. GDP-Gross Domestic Product
10. HRM-Human Resource Management
12. IBEF-Indian Brand Equity Foundation.
13. ICRA-Investment Information and Credit rating agency.
14. ICT-Information and Communications Technology
15. INFAC-Instrumented Factory.
16. IRDA-Insurance Regulatory and Development Authority
17. IT-Information Technology
18. ITES-Information Technology Enabled Service
19. MNC-Multinational Corporation
20. NCAER-National Council of Applied Economic Research
21. NASSCOM-The National Association of Software and Service Companies
22. QWL-Quality of Work Life
23. RBI-Reserve Bank of India
24. SCBs-Southern Community Bancshares.
25. WLB-Work Life Balance