**LIST OF ABBREVIATIONS**

1. **CEO** : CHIEF EXECUTIVE OFFICER  
2. **CPH** : COST PER HIRE  
3. **CSR** : CORPORATE SOCIAL RESPONSIBILITY  
4. **HOD** : HEAD OF THE DEPARTMENT  
5. **HR** : HUMAN RESOURCE  
6. **HRD** : HUMAN RESOURCES DEVELOPMENT  
7. **HRIS** : HUMAN RESOURCES INFORMATION SYSTEM  
8. **HRM** : HUMAN RESOURCES MANAGEMENT  
9. **IT** : INFORMATION TECHNOLOGY  
10. **ITES** : INFORMATION TECHNOLOGY ENABLED SERVICE  
11. **KPI** : KEY PERFORMANCE INDICATOR  
12. **OD** : ORGANIZATION DEVELOPMENT  
13. **PMS** : PERFORMANCE MANAGEMENT SYSTEM  
14. **ROI** : RETURN ON INVESTMENT  
15. **SOP** : STANDARD OPERATING PROCEDURE  
16. **T&D** : TRAINING AND DEVELOPMENT  
17. **YOY** : YEAR ON YEAR