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Abbreviations

ADIEU  Affiliation, Development, Employability and Ur Work enrichment
AJO    Alternate Job Opportunities
ANOVA  Analysis of Variance
ARPU  Average Revenue Per Subscriber
B-School  Business School
BSNL  Bharat Sanchar Nigam Ltd
CDMA  Code Digital Multiple Access System
CMTS  Cellular Mobile Telephone Services
Co  Company
CPP  Calling Party Pays
CSD  Customer Service Delivery
D-A  Demand Ability
DOT  Department of Telecommunications
DTS  Department of Telecom Services
e.g.  For example
ESOP’s  Employee Stock Options
ET  Employee Turnover
EVP  Employee Value Proposition
FDI  Foreign Direct Investment
FTS  Fixed Telephony Services
GDP  Gross Domestic Product
GET  Graduate Engineer Trainee
GMPCS  Global Mobile Personal Communications by Satellite
GOI  Government of India
GSM  Global System for Mobile Communications
HIPO  High Potential Employees
HR  Human Resources
HRM  Human Resource Management
HSD  High Speed Data
ISO  International Organization for Standardization
ILD  International Long Distance
ISP  Internet Service Provision
ISTD  Indian Society for Training and Development
IT  Information Technology
JH  Job Hopping
K-S Test  Kolmogorov – Smirnov Test
KSA’s  Knowledge, Skills and Abilities
LIFO  Last In First Out
MNP  Mobile Number Portability
MT  Management Trainee
MTNL  Mahanagar Telecom Nigam Ltd
MVAS  Mobile Value Added Services
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>NHRD</td>
<td>National HRD Network</td>
</tr>
<tr>
<td>NIPM</td>
<td>National Institute of Personnel Management</td>
</tr>
<tr>
<td>NLD</td>
<td>National Long Distance</td>
</tr>
<tr>
<td>NOC</td>
<td>Network Operations Centre</td>
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<tr>
<td>Nos.</td>
<td>Numbers</td>
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<tr>
<td>NTP</td>
<td>National Telecom Policy</td>
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<tr>
<td>O and M</td>
<td>Operations and Maintenance</td>
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<tr>
<td>OFC</td>
<td>Optical Fiber Cable</td>
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<td>P and B</td>
<td>Pay and Benefits</td>
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<td>PC</td>
<td>Personal Computer</td>
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<td>P-CMM</td>
<td>People Capability Maturity Model</td>
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<td>P-J</td>
<td>Person Job</td>
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<td>PMRTS</td>
<td>Public Mobile Ratio Trunked Services</td>
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<tr>
<td>P-O</td>
<td>Person Organization</td>
</tr>
<tr>
<td>POS</td>
<td>Perceived Organization Support</td>
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<tr>
<td>Q</td>
<td>Question</td>
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<tr>
<td>QOS</td>
<td>Quality of Service</td>
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<td>Reward and Recognition</td>
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<td>R and D</td>
<td>Research and Development</td>
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<tr>
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<td>Return on Investment</td>
</tr>
<tr>
<td>ROTN</td>
<td>Rest of Tamil Nadu</td>
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<td>Sales and Marketing</td>
</tr>
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<td>Society of Human Resource Management</td>
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<td>Short Messaging Service</td>
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<td>T and D</td>
<td>Training and Development</td>
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<td>Telecom Dispute Settlement and Appellate Tribunal</td>
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<td>Tamil Nadu</td>
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<tr>
<td>TRAI</td>
<td>Telecom Regulatory Authority of India</td>
</tr>
<tr>
<td>USA</td>
<td>United States of America</td>
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<tr>
<td>VAS</td>
<td>Value Added Services</td>
</tr>
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<td>VSAT</td>
<td>Very Small Aperture Terminals</td>
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<tr>
<td>VSNL</td>
<td>Videsh Sanchar Nigam Ltd</td>
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<tr>
<td>WTO</td>
<td>World Trade Organization</td>
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<tr>
<td>3G</td>
<td>Third Generation</td>
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<tr>
<td>4G</td>
<td>Fourth Generation</td>
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