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**HUMAN CAPITAL IS BIGGEST ASSETS FOR ANY  
ORGANISATION- A CASE STUDY ON BIRITISH TELECOM – ROI**

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**ABSTRACT**

*Capital is a type of asset that allows a business to make more money or otherwise further its goals. Human Capital is a measure of the skills, education, talents, experience, intelligence, training, judgement, capacity and attributes of labor which influence their productive capacity and earning potential. Employees leaving an organization might be replaced physically; however, their skill-sets and knowledge cannot be exactly replaced by the person replacing them, as each individual possesses a different skill-set and experience. It is well known by the business decision-makers that the skill of employees, account for 85% of a company's assets. Employee efficiency and talent determines the pace and growth of the organizations. Good feature of human capital are creativity & innovation, knowledgeable & skilled, can add value to the company, major contributors to profits and increasing customer's satisfaction from the Organization. This study are advantage of Human capital in Organization, how human capital help in growth of company and reducing manpower on account of cost reduction is thoughtful process by organization . I identified is companies are talking about retrenchment and lays off to curve their cost, as in this competitive market its very difficult to increase their revenue, so most of the companies are focusing on reducing their cost by reducing their manpower. So through this study I have tried to find out how much human capital is advantages in organization, how they contribute in growth of the company and is actually reducing human capital help them to increase their Revenue or not. For this research paper , I have studied British Telecom ROI (BT ROI), it's a subsidiary of big telecom giant British Telecom. As its name suggest BT-ROI is located in Republic of Ireland (Southern Ireland). British Telecom has its presence in 185 countries. In Ireland it caters local customer demand and its peers. I have studied its trend of workforce strength in last 5 years. What is the strength of human capital? What are up and downs during FY 1314 to 1718? How it had impacted positively BT ROI? Is its recent decision of employee lay off will affect it? I referred Human capital strength up and down in last 5 years, detailed analysis of P&L of last 5 years and correlation between Human Capital Strength, Revenue, Cost and Profit margin.*

**Keywords:-** Workforce strength, Training & Development, Human Capital, Revenue, Cost and profit Margin.