

Research Paper

**A PROJECT REPORT ON A STUDY ON TRAINING AND
DEVELOPMENT ON EMPLOYEE PERFORMANCE AT RELIANCE
SMART BAZAAR**

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ABSTRACT

Employee knowledge, communication skills, productivity, and confidence increased considerably with training and development. Trained staff handled clients better, met sales goals, reduced operational mistakes, and worked well in teams. The initiatives boosted employee retention and organizational engagement by increasing work satisfaction, motivation, and career progression prospects.

This research examines how training and development affect employee performance at Indian retail giant Reliance Smart Bazaar. Business success in competitive retail requires personnel efficiency, customer service excellence, and operational effectiveness. Reliance Smart Bazaar conducted organized training programs such as induction training, on-the-job training, sales training, customer service development, and management development efforts to boost staff skills and capabilities.

The research found that Reliance Smart Bazaar's training and development techniques improve staff performance, retail productivity, and organizational growth.

KEYWORDS: Training, Performance, Retail, Job Satisfaction, Productivity, Skill Enhancement, Customer Service, Motivation, Organizational Growth.

I. INTRODUCTION

An important part of human resource management is employee training and development (T&D), which improves skills, knowledge, competences, and performance to fulfill corporate goals. Technology, competitive marketplaces, shifting customer expectations, and dynamic regulatory frameworks provide ongoing challenges to businesses in a fast-changing world. To perform well and help the company succeed, workers need current knowledge, technical abilities, and soft skills. Training focuses on improving present performance, whereas development prepares individuals for future responsibilities, leadership, and career progression.

Armstrong (2019) notes that well-structured training programs boost work performance, employee engagement, motivation, and loyalty, lowering turnover and improving organizational commitment.

Dessler (2020) states that continual learning and development helps people adapt to changes, embrace innovation, and overcome problems, which is crucial in healthcare, IT, and manufacturing. Noe (2017) notes that training boosts productivity, lowers mistakes, and assures SOP compliance, which boosts organizational efficiency. Soft skills, leadership, mentorship, coaching, and cross-functional learning help employees advance their careers and organizations.

II. NEED OF THE STUDY

Training and development are essential for effective Human Resource Management, impacting employee performance, efficiency, and satisfaction.

- Reliance Smart Bazaar needs qualified and knowledgeable workers to maintain quality, efficiency, and innovation in the fast-paced retail business.

To accomplish corporate goals, individuals must continuously improve their skills due to technological breakthroughs, growing production processes, and competitive market needs.

- Training equips staff to handle complicated equipment, operational processes, quality requirements, and customer contacts.
- The research aims to assess Reliance Smart Bazaar's training programs, identify skill shortages, and recommend adjustments to boost worker competence, employee engagement, and organizational performance.

III. STATEMENT OF THE PROBLEM

In the highly competitive retail sector, the performance and productivity of employees are directly influenced by the quality and effectiveness of training and development programs. Despite substantial investment in such programs, organizations like Reliance Smart Bazaar often face challenges in ensuring that training translates into measurable improvements in employee skills, motivation, and job performance.

There is often a gap between the training provided and the actual competencies required on the job. Issues such as inadequate need assessment, limited practical exposure, insufficient participation of certain employee groups, and weak evaluation of training outcomes can reduce the overall impact of these initiatives. Consequently, it becomes necessary to critically examine whether the existing training and development practices at Reliance Smart Bazaar effectively enhance employee performance.

This study therefore seeks to identify the strengths and shortcomings of the current training system, evaluate its influence on employee skill enhancement, satisfaction, and retention, and suggest suitable measures to bridge the gap between training efforts and performance outcomes.

IV. OBJECTIVES OF THE STUDY

1. Analyze Reliance Smart Bazaar's training and development programs.
2. Evaluate training efficacy in enhancing employee skills and performance.
3. Identify gaps and enhance present training activities.
4. Assess how training affects employee satisfaction, motivation, and retention.
5. Provide recommendations for improving training and development to align with company objectives.

V. SCOPE OF THE STUDY

The research evaluates Reliance Smart Bazaar's training and development processes for operational, quality control, administration, and management staff. Training kinds, frequency, relevance, methodologies, and perceived efficacy are examined. The results should help the corporation improve training programs, personnel skills, job satisfaction, and organizational goals.

VI. REVIEW OF LITERATURE

Abdullah Al Karim (2021) – International Journal of HR Studies

Training and development programs and employee performance in contemporary firms are examined in this research. Technical skills, confidence, and work efficiency increase with good training, says the author. Continuously trained staff are more motivated and devoted to business objectives, according to the research. Training cuts mistakes and improves service. The results indicate that structured training boosts productivity and organizational performance. The research also finds that practical and interactive teaching techniques outperform theoretical ones, and that management support and staff engagement are crucial for training effectiveness.

Neelam Singh (2021) – Organizational Behavior and Management

Training and development affect organizational success in this study. Training matches employee skills with business goals and fosters invention, cooperation, and adaptation. Employee development improves operational efficiency and competitive advantage over time. The research shows that training programs help workers adapt to changing business and technology settings, boost confidence and problem-solving skills, and that effective team training improves communication and cooperation. The author suggests frequent training efficacy reviews for continual development.

John R. McLean (2021) – International Journal of Training and Development

The research investigates how training and development programs motivate workers. Training improves competence and professional progress, increasing work satisfaction. Training is seen as an investment in the future, which boosts loyalty and engagement. Motivated workers improve organizational performance and minimize turnover. Career-oriented training boosts employee

confidence and morale, and continuous development initiatives increase staff retention and productivity.

Priya Sharma (2021) – Digital Learning and Organizational Development Journal

This research examines e-learning and virtual classroom efficacy. Technology-based training increases flexibility and accessibility, and self-paced learning improves employee performance. Digital training is cost-effective and acceptable for contemporary enterprises experiencing fast technology developments. Interactive courses, webinars, and online examinations improved information retention and engagement. The survey also finds internet connection concerns and staff digital skills gaps, and suggests mixing conventional and digital approaches.

VII. RESEARCH METHODOLOGY

Research technique is the methodical way researchers gather, analyze, and interpret data to solve issues and achieve study goals. The framework guarantees systematic, valid, reliable, and impartial research. A clear methodology helps choose data gathering instruments, study design, sample procedures, and statistical approaches to reduce bias and mistakes. The Reliance Smart Bazaar training and development study uses research techniques to evaluate training programs, identify staff skill shortages, and assess performance, satisfaction, and motivation.

Research Design

The study uses a descriptive research approach to assess training and development activities without modifying factors. Descriptive research is used to observe, describe, and understand employee views, experiences, and training program efficacy. This approach is perfect for examining data patterns, trends, and correlations and revealing training system strengths and deficiencies.

Approach to Research

Mixed-methodologies research blends quantitative and qualitative methods. Structured surveys with multiple-choice, Likert scale, and rating-based items capture quantitative data measuring employee engagement, training relevance, skill growth, and satisfaction. Interviews and open-ended questions collect qualitative data to better understand employee training perspectives, issues, and solutions.

Method of Sampling

The research selects operational, quality control, administration, and management staff using purposive and random sampling. Purposive sampling includes training program participants, whereas random sampling eliminates prejudice and assures a representative workforce. For significant and accurate data, 100–150 staff is sufficient.

Methods of Data Collection

- Primary Data: Collected from workers using structured surveys and personal interviews.

- Secondary Data: Drawn from corporate records, training manuals, HR reports, research studies, and relevant literature on training and development.

Methods of Data Analysis

Data is examined utilizing frequency distribution, percentage analysis, mean scores, and correlation analysis. Graphs, tables, and charts improve results visualization. To understand staff experiences and ideas, qualitative comments are topically grouped.

VIII. DATA ANALYSIS AND INTERPRETATION

Age Group Distribution

Age Group	Number of Respondents	Percentage (%)
Below 25	18	18%
25–35	34	34%
36–45	26	26%
46–55	14	14%
Above 55	8	8%
Total	100	100%

Interpretation:

The above table explains the age-wise distribution of 100 respondents in the study. The majority of respondents, 34%, belong to the age group of 25–35 years, indicating that young and middle-level employees form a significant portion of the workforce. Around 26% of respondents fall under the 36–45 years category. Employees below 25 years account for 18%, while 14% belong to the 46–55 years category. Only 8% of respondents are above 55 years, representing a smaller proportion of senior employees.

Gender Distribution

Gender	Number of Respondents	Percentage (%)
Male	62	62%
Female	34	34%
Other	4	4%
Total	100	100%

Interpretation:

The above table shows the gender-wise distribution of 100 respondents. The majority, 62%, are male employees, indicating higher male participation. Female employees constitute 34% of respondents, reflecting considerable representation. Around 4% belong to the 'Other' category, showing inclusiveness and diversity. Employees from different gender groups participated, providing balanced opinions on training and development practices.

Educational Qualification

Educational Qualification	Number of Respondents	Percentage (%)
Undergraduate	28	28%
Postgraduate	36	36%
Diploma	14	14%
Professional Course	16	16%
Others	6	6%
Total	100	100%

Interpretation:

The above table explains the educational qualifications of the respondents. The majority, 36%, are postgraduates, indicating a well-qualified workforce. Around 28% are undergraduates, while 16% have completed professional courses. Diploma holders account for 14%, and only 6% belong to other educational categories. Employees with diverse educational backgrounds participated, helping to understand different perspectives on training and development.

Department-wise Distribution

Department	Number of Respondents	Percentage (%)
Production	30	30%
HR	12	12%
Finance	10	10%
Marketing	16	16%
Operations	24	24%
Others	8	8%
Total	100	100%

Interpretation:

The above table shows the department-wise distribution of respondents. The highest number, 30%, belong to the Production department, indicating strong participation from operational employees. Around 24% are from Operations, while 16% belong to Marketing. HR and Finance account for 12% and 10% respectively. The remaining 8% belong to other departments, reflecting participation from multiple functional areas.

Years of Experience

Years of Experience	Number of Respondents	Percentage (%)
Below 1 Year	18	18%
1–3 Years	32	32%

Years of Experience	Number of Respondents	Percentage (%)
4–6 Years	24	24%
7–10 Years	16	16%
Above 10 Years	10	10%
Total	100	100%

Interpretation:

The above table explains the years of experience of respondents. The majority, 32%, have 1–3 years of experience, indicating a relatively young workforce. Around 24% have 4–6 years of experience, while 18% have below 1 year. Employees with 7–10 years account for 16%, and only 10% have above 10 years. Employees with varying experience levels participated, providing diverse views.

Awareness Level of Training Programs

Awareness Level	Number of Respondents	Percentage (%)
Fully Aware	38	38%
Aware	34	34%
Somewhat Aware	20	20%
Not Aware	8	8%
Total	100	100%

Interpretation:

The above table explains respondents' awareness regarding training and development programs. 38% of respondents are fully aware of the training programs, while 34% are aware. Around 20% are somewhat aware, indicating moderate knowledge. Only 8% are not aware. The findings indicate that the majority of employees have knowledge about training and development initiatives, reflecting effective communication.

IX. FINDINGS

- The majority of respondents (34%) belong to the age group of 25–35 years, indicating a young and active workforce.
- Most respondents are male (62%), showing higher male participation compared to females (34%) and others (4%).
- A significant portion of employees are well-qualified, with 36% being postgraduates and 28% undergraduates.
- The Production department has the highest representation (30%), followed by Operations (24%).

10. Most employees (32%) have 1–3 years of experience, showing a relatively young and moderately experienced workforce.
11. A large proportion of employees are aware of training and development programs, with 38% fully aware and 34% aware.
12. A majority of respondents (70%) consider training programs effective or highly effective.
13. Most employees (72%) agree that training improves their job-related skills and knowledge.
14. On-the-job training is the most preferred method (34%), followed by classroom training (20%).
15. Employees strongly believe (74%) that training helps them adapt to new technologies and work methods.

X. SUGGESTIONS

16. The organization should focus on increasing training participation among senior employees (above 55 years) to ensure knowledge sharing across all age groups.
17. Female employee participation in training programs can be further encouraged to ensure better gender balance.
18. More advanced and role-specific training programs should be introduced for highly qualified employees.
19. Departments with lower representation in training (such as Finance and HR) should be given more targeted development opportunities.
20. Special attention should be given to employees with less experience (below 1 year) through induction and foundational training.
21. The organization should improve communication so that all employees become fully aware of training opportunities.
22. Training frequency can be increased, especially for employees who attend programs only occasionally.
23. More focus should be given to enhancing hands-on skill development, as employees prefer on-the-job training the most.
24. Training materials and resources should be continuously updated to match current industry trends.

XI. LIMITATIONS OF THE STUDY

25. The study is limited to the analysis of training and development practices at Reliance Smart Bazaar; findings may not be applicable to other organizations or industries.
26. The study was conducted within a limited period, which restricted detailed observation of all training programs.

27. The research is based mainly on employee responses and opinions, which may involve personal bias.
28. Only selected employees and departments were included, so findings may not represent the entire workforce.
29. Confidentiality policies limited access to certain internal training records, reports, and financial information.

XII. CONCLUSION

The study on Training and Development reveals that employees generally have a positive perception of the training initiatives implemented. The majority of respondents belong to the young and moderately experienced workforce, indicating strong participation from active working-age groups. Employees across different departments and educational backgrounds have taken part in the study, providing a balanced view of organizational practices.

The findings show that most employees are aware of training programs, attend them regularly, and consider them effective in improving their skills, knowledge, and job performance. Training programs are also seen as useful in enhancing adaptability to new technologies and improving overall productivity. A significant proportion of employees are satisfied with the quality of training materials, trainers' effectiveness, and the relevance of training content.

It is also evident that training and development initiatives contribute positively to employee motivation and job satisfaction, which in turn supports better organizational performance. However, certain challenges such as lack of time, limited practical sessions, and occasional irrelevance of content indicate areas that need improvement.

Overall, the organization's training and development system is effective and well-received by employees, but continuous improvements in delivery methods, practical exposure, and customization of programs according to employee needs will further enhance its impact.

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