
A PROJECT REPORT ON TRAINING AND DEVELOPMENT PRACTICES AT SUPER K

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ABSTRACT

This project titled “A Study on Training and development practices at Super K Company”, Kadapa District, Andhra Pradesh” aims to enhancing employee performance, productivity, and organizational effectiveness, especially in the competitive retail sector.

The study examines various training methods implemented at Super K, including induction training, on-the-job training, and continuous skill development programs.

The research is based on both primary and secondary data. Primary data was collected through structured questionnaires and interactions with employees and supervisors, while secondary data was gathered from company records, reports, and relevant literature. The analysis highlights the impact of training programs on employee motivation, efficiency, and service quality.

The findings indicate that Super K’s training initiatives positively contribute to employee development and operational efficiency; however, there is scope for improvement in areas such as advanced skill training, performance evaluation, and feedback mechanisms. The study concludes with practical suggestions to strengthen the training framework, align employee competencies with organizational goals, and support long-term growth of the company.

Key words : Employee performance, Skill development, Employee motivation, Improvement

INTRODUCTION

Training and Development is a structured process aimed at enhancing employees skills, knowledge and abilities to improve their performance and support career growth. It plays a crucial role in both individual and organizational success by ensuring that employees stay competent, efficient, and adaptable to changing business environments.

These initiatives include hands-on workshops, safety training, leadership development, and quality management practices. By fostering a learning-oriented environment, the company enhances employee engagement, reduces turnover, and strengthens overall business performance

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ARMSTRONG "Training is the formal and systematic modification of behaviour through learning which occurs as a result of education, instruction, development, and planned experience Development is improving individual performance in their present roles and preparing them for greater responsibilities in the future.

According to "FLIPPO" Personnel management or say human resource management is the planning Organization directing and controlling, procurement development, compensation integration, maintenance and separation of human resource to the end that individual organization and social objective are accomplished.

OBJECTIVES

1. To identify the training needs of Employee.
2. To Analyze the impact of Training programs on Employee performance.
3. To Evaluate the effectiveness of training methods.
4. To understand Employee satisfaction towards training programs.
5. To identify problems faced during the implementation of training programs.

SCOPE OF THE STUDY

The scope of the study is limited to employees of SuperK Company.

The scope of the study is confined to analysing the training and development practices at SuperK Company. It focuses on understanding the existing training programs, identifying employee training needs, evaluating the effectiveness of different training methods, and measuring employee satisfaction towards these programs.

The study also examines the impact of training on employee performance and highlights the challenges faced during the implementation of training initiatives. The research is limited to the employees of SuperK Company and is conducted for a specific period, and therefore the findings may not be generalized to other organizations or industries.

REVIEW OF LITERATURE

1. Rao (2018)

Rao explained that training improves employee efficiency and reduces work errors. He stated that organizations that invest in regular training programs achieve higher productivity and better service quality.

2. Mehta & Sharma (2019)

Mehta and Sharma found that employee training increases job satisfaction and organizational commitment. Employees who receive proper training feel more secure and confident in performing their duties.

3. Johnson & Lee (2019)

Concluded that organizations with structured training programs have higher employee satisfaction and reduced turnover.

Johnson and Lee explained that structured training programs help employees clearly understand their roles and responsibilities. When employees receive proper guidance and regular training, they feel more confident in their work. This increases job satisfaction and reduces employee turnover because workers feel valued and supported by the organization.

4. Kumar (2020)

Examined training methods and observed that interactive and on-the-job training led to better skills development compared to only classroom sessions.

Kumar studied different training methods and found that interactive training methods like role plays, group discussions, and on-the-job training are more effective than only classroom teaching. Practical exposure helps employees learn faster and apply skills directly in their job, which improves overall performance.

5. Singh & Kaur (2021)

Singh and Kaur found that performance appraisal helps in identifying training needs. They explained that organizations should link performance evaluation with training programs to improve employee skills.

6. Sharma and Gupta (2021)

Found that identifying training needs before designing programs increased training effectiveness and relevance to job. Sharma and Gupta emphasized the importance of identifying training needs before designing a training program. They explained that when organizations first analyse skill gaps and employee requirements, the training becomes more relevant and useful. This increases training effectiveness and ensures employees gain skills related to their job roles.

7. Reddy (2022)

Reported that employees who attended frequent development programs showed improved productivity and higher motivation. Reddy reported that employees who regularly attend development programs show better productivity and higher motivation levels. Continuous learning helps employees improve their skills, adapt to changes, and feel more engaged in their work, which benefits both employees and the organization.

8. Patel & Singh (2023)

Highlighted challenges in training implementation such as time constraints, budget limitations, and lack of skilled trainers in retail firms. Patel and Singh discussed the challenges faced by retail organizations in implementing training programs. They found that time constraints, limited budgets, and lack of skilled trainers reduce training effectiveness. They suggested proper planning, management support, and use of digital training methods to overcome these challenges.

RESEARCH METHODOLOGY

Research is an orderly process of investigation of facts, theories, and relationships for the purpose of creating new knowledge. Research involves a methodical and organized process of investigating some different facts, theories, and relationships to ultimately yield some new knowledge that enhances our knowledge in regard to a specific topic or subject. Research can be classified into different types, such as qualitative, quantitative, exploratory, and descriptive research. Methodology is a term that includes the entire process, specific method, and methodical approach employed by researchers to conduct their research activities. Methodology includes data collection method, research design, sampling, and analysis method. The adherence to a clear methodology ensures dependability and accuracy of research data. Surveys, experiments, case studies, and interviews are basic and essential research techniques that are commonly applied in most fields of study.

The methodology to be applied is determined based on the purpose of the study, type of data, and resources available. The incorporation of a well-defined methodology along with wide-ranging research is a critical ingredient in rendering the process of formulating meaningful conclusions as well as solving real-life problems effectively. Good planning, accuracy, and ethics guarantee proper research is carried out. Research is the process of systematic and in-depth study of any Particular Topic, subject or any are of investigation backed by collection, compilation, presentation and interpretation relevant data's in detail.

RESEARCH PROCESS:-

In research procedure, defining and choosing a research problem is the initial and topmost step. A Researcher must first locate the problem. Afterwards, he must define it so that it comes under the preview of research. For systematic presentation, research process can be divided into three stages- primary stages, secondary stage, and the tertiary stage.

THE PRIMARY STAGE INCLUDES

Observation
Formulating research problems
Documentation
Research designs

THE SECONDARY STAGE INCLUDES

Project planning
Data collection
Questionnaire preparation
Analysis of data
Interpretation

TYPE OF RESEARCH:

DESCRIPTIVE RESEARCH

Descriptive research has been used, it involves survey and fact finding enquiries of different kinds, the purpose of descriptive research are the descriptive of stage of affairs, as it exists at present.

PROJECT PLANNING

Project planning is the first step in actually conducting & directing a research Project. It is one of the most important tasks of researcher. This includes formulation of the researcher objectives & goals and determining ways of achieving them

DATA COLLECTION

Data collection is one of the most important aspects of research. The information research methodology must be accurate and relevant, The data collection method can be classified into two methods.

PRIMARY DATA

Primary data is collected from surveys & questionnaires, In depth interviews with longterm customers.

SECONDARY DATA

Secondary data is collected for market reports, company reports like sales data, customers feedback, Meta Ai, journals and newspapers etc. Data is analysed by using simple percentage method.

QUESTIONNAIRE PREPARATION

The basic requisite of any research study is the appropriate data which can be collected with the help of a schedule or questionnaire. With the help of questionnaire, it is easy to determine the involvement level of so many employees in the organization.

PILOT SURVEY

Before collecting the relevant data to test the hypothesis, it is essential to ascertain the applicability of the instrument to the population being studies. Hence, a pilot study was undertaken with an

objective to evaluate the tools prepared for the study and to find whether they are providing the information required.

SAMPLE SIZE

The sample size for this survey is 100.

PERIOD OF STUDY

The period of study is 45 Days

ANALYSIS AND INTERPRETATION

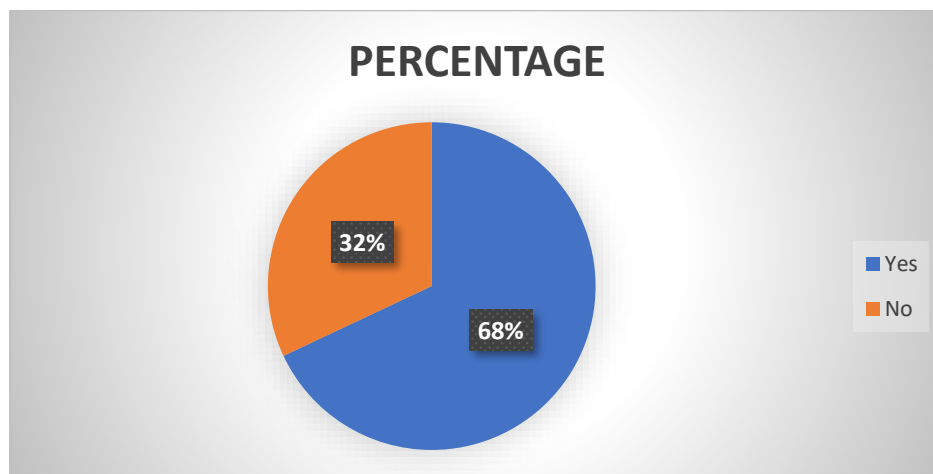
1. Gender: Male / Female

2. Age: Below 25 / 25–35 / 36–45 / Above 45

3. Experience: Below 1 year / 1–5 years / 6–10 years / Above 10 years

4. Does the company provides Training regularly?

RESPONSE	RESPONDENTS	PERCENTAGE
Yes	68	68%
No	32	32%
Total	100	100%



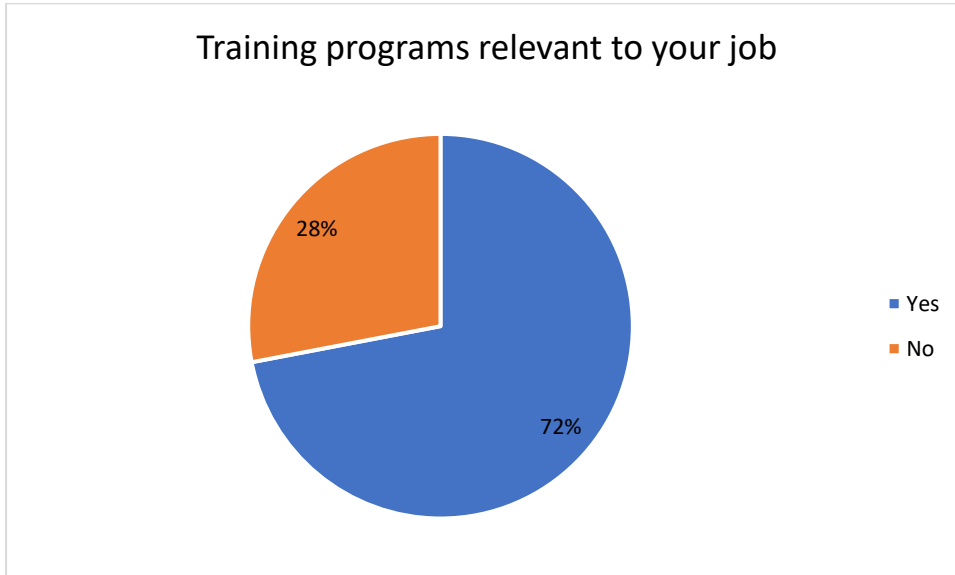
Interpretation:

The table shows that **68% of employees agree that the company provides training programs regularly**, while **32% believe that training is not conducted regularly**. This indicates that the organization conducts training programs but may need to increase their frequency.

5. Training programs relevant to your job?

Response	Respondents	Percentage
Yes	72	72%

No	28	28%
Total	100	100%

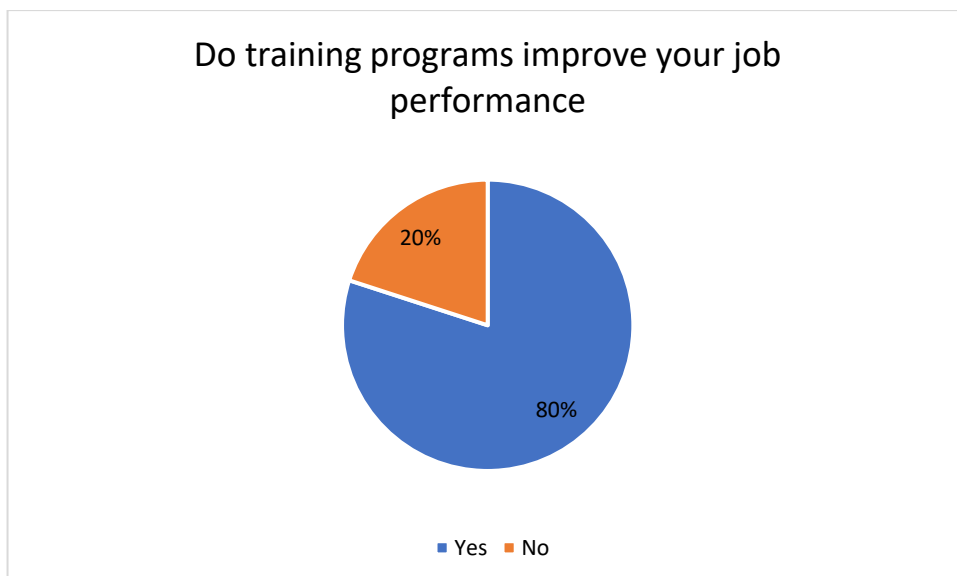


Interpretation:

The majority of respondents (72%) believe that the training programs are **relevant to their job** roles, while 28% feel that the training content is not directly related to their work.

6. Do training programs improve your job performance?

Response	Respondents	Percentage
Yes	80	80%
No	20	20%
Total	100	100%



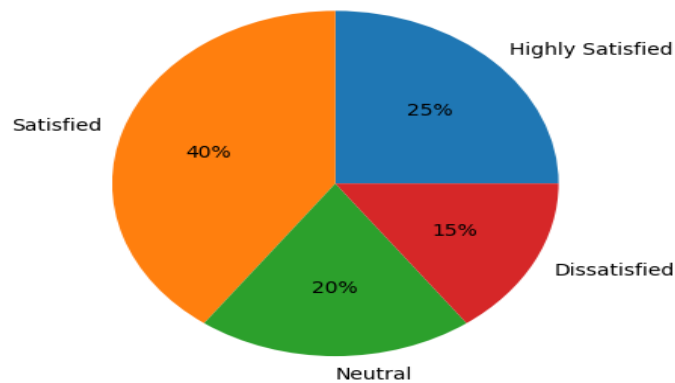
Interpretation:

The majority of respondents (**80%**) believe that training programs **improve their job performance**, which indicates that training programs are effective in enhancing employee productivity.

7. Are you satisfied with the training programs?

Satisfaction Level	Respondents	Percentage
Highly Satisfied	25	25%
Satisfied	40	40%
Neutral	20	20%
Dissatisfied	15	15%
Total	100	100%

Q7: Satisfaction with training

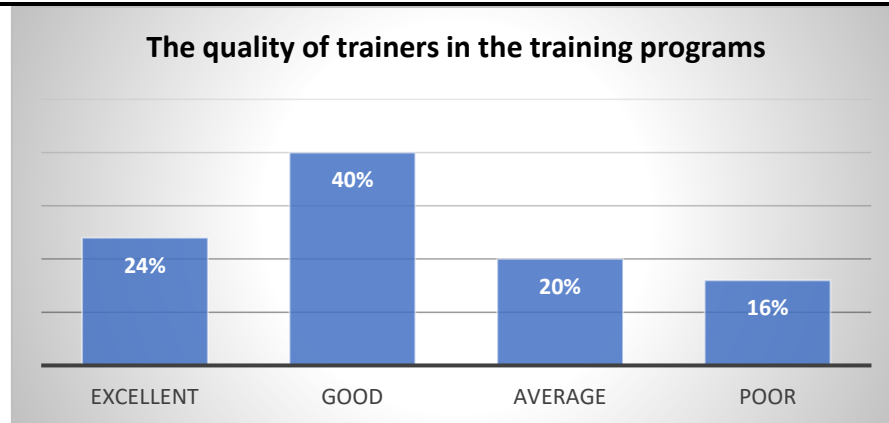


Interpretation:

Most employees (**40%**) are satisfied with the training programs, while **25% are highly satisfied**. However, **15% are dissatisfied**, suggesting that there is scope for improvement in training methods.

8. How would you rate the quality of trainers in the training programs?

Rating	Respondents	Percentage
Excellent	24	24%
Good	40	40%
Average	20	20%
Poor	16	16%
Total	100	100%



Interpretation:

The bar chart shows that 40% of employees rated the trainers as good, while 24% rated them excellent. However, 36% rated them average or poor, indicating that there is scope for improving trainer quality.

RESEARCH FINDINGS

1. About 68% of respondents stated that the company provides training programs regularly, indicating that the organization focuses on employee development.
2. The study shows that 72% of employees feel that training programs are relevant to their job roles, which reflects the usefulness of the training content.
3. Around 80% of respondents believe that training programs improve their job performance, indicating the effectiveness of the training provided.
4. Most employees (40%) are satisfied with the training programs, while 25% are highly satisfied. However, 15% are dissatisfied, suggesting that there is scope for improvement in training methods.
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SUGGESTIONS

1. Proper training schedules should be planned to avoid time constraints for employees.
2. The organization should identify employee training needs more effectively.
3. Modern training methods such as online training and workshops should be introduced.
4. Employees should be encouraged to participate actively in training programs.
5. Continuous training and development programs should be provided for career growth of employees

CONCLUSION

The study concludes that training and development programs play an important role in improving employee skills, knowledge, and job performance. Most respondents believe that training programs are useful and help in their career growth. However, some employees feel that training programs should be conducted more regularly and should include more practical sessions. Therefore, organizations should focus on effective training methods and continuous development programs to enhance employee performance and overall organizational success.

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