

TITLE OF THE PROJECT



Summer Internship Project Report On



Effectiveness of Training and Development in a
Retail Store with reference to Pantaloons



Submitted By:

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IMBA [2018-2023]

(A project report submitted to Biju Patnaik University of Technology (BPUT), Rourkela, Odisha for partial fulfilment of the requirements for the award of Degree of MBA Program)

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(Store Manager)

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Declaration

I am Rajesh Kumar Sahoo, a Bonafede student of BIITM, pursuing IMBA, do hereby declare that the study entitled “**Effectiveness of Training and Development in a Retail Store with reference to Pantaloons**” is my authentic work, I have completed my study under the guidance of **Prof. Dr Ankita Agrawal**, BIITM, Bhubaneswar and **Mr Biswa Prakash Biswal**, **Store Manager**, PANTALOONS, Patia, Bhubaneswar.

All the data furnished in this project report are authentic and genuine and this report neither full nor in part has ever been submitted for award of any other degree to either this university or any other university.

Rajesh Kumar Sahoo

IMBA [2018-2023]

University Roll No.: 1813258028

BIITM, Bhubaneswar, Odisha

Internal Guide Certificate

This is to certify that Rajesh Kumar Sahoo, a student of IMBA of BIITM, Bhubaneswar has successfully completed his summer Internship Project on the topic of **‘Effectiveness of Training and Development in a Retail Store with reference to Pantaloons’**. He has worked on the Summer Internship Project from 15th April, 2022 to 30th May, 2022 his performance during the project was extremely satisfactory.

Signature: Rajesh Kumar Sahoo

Name of Guide: Prof. Dr Ankita Agrawal

Dt:



Dated: 21st June 2022

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Rajesh Kumar Sahoo pursuing his I-MBA *from BIITM* has successfully completed his Short term internship in Pantaloons-Patia (Bhubaneswar) from 15th April 2022 to 30th May 2022.

Throughout the internship, we found him to be sincere and hardworking.

We wish him all the best in all his future endeavors.

For Aditya Birla Fashion & Retail Ltd

A handwritten signature in blue ink, appearing to read "Biswa" followed by a stylized flourish.

Biswa Prakash Biswal
Store Manager
PT-Bhubaneswar-Patia

pantaloons

Aditya Birla Fashion and Retail Limited (formerly known as Pantaloons Fashion & Retail Limited)

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Acknowledgement

This project report bears the imprint of many people on it. I am very much thankful to BIITM, Bhubaneswar for the successful completion of my SIP report.

I would like to thank my project supervisor and guide Prof. Dr Ankita Agrawal, the Faculty Member, BIITM, for his invaluable guidance and assistance in preparing the project report and also contributing a lot for accomplishment of this project.

I am highly indebted to Mr. Biswa Prakash Biswal (Store Manager), PANTALOONS, Patia, my corporate guide, who guided me during the internship period and suggested many information which has been taken care in my project work.

I am also expressing my gratitude to my parents and friends who gave their full-fledged co-operation for the successful completion of my project.

PREFACE

It is a great opportunity for me to pursue my IMBA in BIITM under BPUT, Rourkela, Odisha. In the accomplishment of Summer Internship Program, I am submitting a report on “**Effectiveness of Training and Development in a Retail Store with reference to Pantaloons**”. Subject to the limitation of time, efforts and resources every possible attempt has been made to study the matter deeply. The whole project is measured through the questionnaire, the data further analyzed and interpreted and the result was obtained. The purpose of this report is to give a brief idea about what has been done in the summer training. This report comprises of various things and knowledge I have got during my summer internship at Pantaloons. The objectives of preparing this report are as follows:

- To know the method of training programs
- To study the specific training and development techniques the organization follows
- To know the effectiveness of the training programs

CONTENTS:

Sl. No.	Particular	Page No.
1	Declaration	2
2	Internal Guide Certificate	3
3	Acknowledgement	5
4	Preface	6
5	Contents	7-8
6	Chapter-1	9-15
	I. Introduction	10-12
	II. Background of the study	13
	III. Objective of the study	14
	IV. Scope of the study	15
7	Chapter-2	16-20
	I. Company profile	17
	II. Mission	18
	III. Vision	18
	IV. Values	19
	V. Product portfolios	19
	VI. SWOT analysis	20
8	Chapter-3	21-30
	I. Introduction	22
	II. Definition of T&D	23
	III. Importance of T&D	23
	IV. Need of T&D	24
	V. Advantages of T&D	24
	VI. T&D process	25
	VII. Types of training	25
	VIII. Training conducted at Pantaloons	27-30
	a. Store health training	28-29
	b. Employee self-development training	29-30
	c. FA star certification	30-31
9	Chapter-4	32-45

	I. Methodology	33
	II. Data analysis	34-45
10	Chapter-5	46-
	I. Findings	47
	II. Suggestion	47
	III. Limitations	48
	IV. Conclusion	49
	V. Bibliography	50
	VI. Annexure	51

CHAPTER – 1

Introduction:

Retailing is the combination of activities involved in selling or renting consumer goods and services directly to ultimate consumers for their personal or household use. In addition to selling, retailing includes such diverse activities as, buying, advertising, data processing, and maintaining inventory.

Retail is India's largest industry, accounting for over 10 per cent of the country's GDP and around eight per cent of the employment. The market size of Indian retail industry is about US \$312 billion. Organized retailing comprises only 4.5 per cent of the total retailing. Estimated at around US\$ 8.7 billion. The organized retail sector is expected to grow to US \$ 70 billion by 2010. International retailers India's vast middle class with its expanding purchasing power and its almost untapped Retail industry is key attractions for global retail giants wanting to enter newer markets.

Retail tech companies supporting the retail sector with services such as digital ledgers, inventory management, payments solutions, and tools for logistics and fulfillment are taking off in India. In the first nine months of 2021, investors pumped in US\$ 843 million into 200 small and mid-sized retail technology companies, which is an additional 260% of capital compared to the entire 2020.

Retailing broadly involves:

- Understanding the consumers' needs
- Developing good merchandise assortment
- Display the merchandise in an effective manner so that shoppers find it easy and effective to buy.

Retail Concept:

The retailing concept is essentially a customer oriented, company-wide approach to develop and implement a marketing strategy. It provides guidelines which must be followed by all retailers irrespective of their size, channel, design and medium of selling.

The retailing concept covers the following four broad areas:

- Customer orientation:

The retailer makes a careful study of the needs of the customer and attempts to satisfy

those needs.

- Goal orientation:

The retailer has clear cut goals and devises strategies to achieve those goals.

- Value driven approach:

The retailer offers good value to the customer with merchandise keeping the price and quality appropriate for the target market.

- Coordinated effort:

Every activity of the firm is aligned to the goal and is designed to maximize its efficiency and deliver value to the customer.

Retail Formats in India:

- Hyper market/ super markets

Large self-servicing outlets offering products from a variety of categories.

- Moms-and-pops stores

They are family-owned business catering to small sections; they are individually handled retail outlets and have a personal touch.

- Departmental store

These are general retail merchandisers offering quality products and services.

- Convenience store

These are located in residential areas with slightly higher prices goods due to the convenience offered.

- Shopping mall

The biggest form of retail in India, malls offers customers a mix of all types of products and services including entertainment and food under a single roof.

- E-trailers

These are retailers providing online buying and selling of products and services.

- Discount stores

These are factory outlets that give discount on the MRP.

- Vending

It is a relatively new entry in the retail sector. Here beverages, snacks and other small items can be bought via vending machines.

- Category killers

Small specialty stores that offer a variety of categories. They are known as category killers as they focus on specific categories, such as electronics and sporting goods. This is also known as Multi Brand Outlets.

- Specialty stores

These are retail chains dealing in specific categories and provide deep assortment.

Background Of the Study:

The basic job of every management is the effective utilization of human resources for the achievement of organizational objectives the personal management is concerned with organizing human resources in such a way to get maximum output for the organization and to develop the talent of people at work to the fullest extent.

Every organization needs to have well trained and experienced person to perform the activities that has to be performed. Training is a process of learning a sequence of programmed behavior. It is the application of knowledge. It gives people an awareness of the rules and procedures to guide their behavior. It attempts to improve their performance on their current job and prepare them for an intended job. Development is a related process. It covers not only those activities which improve job performance, but also brings about the growth of the personality; help individuals in the progress towards maturity and actualization of their potential capabilities so that they become not only good employees but better men and women.

The impact of training program is to mold the employees' attitude and help them to synergies individual goals with organizational goals. It also helps in reducing dissatisfaction, complains, absenteeism and labor turnover.

The main objective of training is to provide a platform to the employees to learn, acquire different skills, which makes them adopt themselves to various challenges in the work and to the changing business environment there by developing professionalism within them.

Objective of the study:

- To know the method of training programs being conducted at Pantaloons.
- To study the specific training and development techniques the organization follows.
- To know the effectiveness of the training programs on the employees.

Scope of the study:

- This study will help to understand the actual training practices and development techniques.
- This study will be able to bring knowledge about the types of training and development practices going on in the organization.
- It is effective for the employees as well as for the organization, which will enable the company to develop their employees and bring about improvement in the future to avoid the lack of unskilled workers.

CHAPTER – 2

Company Profile:

- Aditya Birla Fashion and Retail Limited (ABFRL) is India's fashion powerhouse with an elegant bouquet of leading fashion brands and retail formats. ABFRL is part of a leading Indian conglomerate, Aditya Birla Group. Spanning a retail space of 8.4 million sq. (as on March 31, 2021).
- Pantaloons, a division of Aditya Birla Fashion and Retail Ltd. is one of the most loved fashion brands in India with 344+ stores spread across 170+ towns and cities in the country. We offer a versatile collection & retail over 100 licensed and international brands, including our exclusive in-house brands.
- ABFRL brings together the learnings and businesses of two renowned Indian fashion icons, Madura Fashion & Lifestyle and Pantaloons creating a synergistic core that will act as the nucleus of the future fashion businesses of the Aditya Birla Group.
- As a fashion conglomerate, ABFRL has a strong network of 3,212 brand stores across the country. It is present across 31,000 multi-brand outlets and 6,800+ point of sales in department stores across India. It has a repertoire of leading brands such as Louis Philippe, Van Heusen, Allen Solly and Peter England Pantaloons, Patia established for over 25 years. Pantaloons is one of India's largest fast fashion store brands.

Vision:

To passionately satisfy Indian consumer needs in fashion, style and value, across wearing occasions in Apparel and Accessories through strong brands and high-quality consumer experience with the ultimate purpose of delivering superior value to all our stakeholders. Pantaloonsindia, in association with the future group shall deliver every time, everywhere & everything for every consumer of India in a profitable way. Pantaloons India shares the belief that the potential stakeholders and customers shall be provided by executing and creating future development in leading consumption space to the economic development.

Mission:

We share the vision and belief that our customer and stake holders shall be served only by creating and executing future scenarios in the consumption space leading to economic development. We will be the trendsetters in evolving delivery formats, creating retail reality, making consumptions affordable for all customer segments- for classes and for masses. We shall infuse Indian brands with confidence and renewed ambition.

Values:

- Integrity: Acting and taking decisions in a manner that is fair and honest. Following the higher standard of professionalism and being recognized for doing so. Integrity for us not only financial and intellectual integrity, but encompasses all other forms are generally understood.
- Commitment: On the foundation of integrity, doing all that is needed to deliver value to all stakeholders. In the process, being accountable for our own actions and decisions, those of our team and those in the part of the organization for which we are responsible.
- Passion: An energetic, intuitive zeal that arises from emotional engagement with the organization that makes work joyful and inspires each one to give his or her best. A voluntary, spontaneous and relentless pursuit of goals and objectives with the highest level of energy and enthusiasm.
- Seamlessness: thinking and working together across functional groups, hierarchies, businesses and geographies. Leveraging diverse competencies and perspectives to garner the benefits of synergy while promoting organizational unity through sharing and collaborative effort.
- Speed: Responding to internal and external customers with a sense of urgency. Continuously striving to finish before deadliness and choosing the best rhythm to optimize organizational efficiencies.

PRODUCT PROTOFOLIO

Pantaloons offers **Apparel brands for Men, Women and Kids**. Along with Apparel it also features accessories. Some of the most popular brands offered are Rang manch, Indus route, SF Jeans C, BYFORD, BARE, Ajile, Honey, Annabelle, People etc. Pantaloons offers accessories from watches to shoes, bags, jewellery and perfumes.



SWOT Analysis of Pantaloons:

1. Strength:

Pantaloons is one of India's largest retailers having 344+ stores across 170+ cities in India.

Pantaloons is one of the largest retailers by market capitalization and revenue in India.

It manages high number of purchase orders.

It is always updated with changing consumer preferences.

Pantaloons is a popular brand with a high presence across India.

Strong online presence of the brand helps to tap the internet market.

Pantaloons offers a wide variety of clothes for men, women and children.

Advertising, branding and discounts have enabled the brand to capture the youth.

Weakness:

Intense competition from retail stores and online shopping brands means limited market share growth for Pantaloons

Too many options for customers hence high brand switching and low brand

2. loyalty :

Opportunities:

Pantaloons can increase the footfalls by increasing ATL – TV commercial promotions.

India is fast emerging as retail hub for top brands as government allowed FDI in single brand and multi brand retail.

Organized retail is only small percentage of total Indian retail industry.

Tie-ups with fashion institutes and even online brands can help increase sales for Pantaloons.

3.Threat:Strong competition from unorganized retail sector in India affects business of Pantaloons.Online shopping is emerging consumers due to convenience which is taking away market share of retailers like Pantaloons.

CHAPTER – 3

INTRODUCTION:

Employee training and development has emerged as a major educational enterprise over the past three decades. This increase is associated with a demand in the workplace for employee at all levels to improve performance in their present jobs to acquire skills and knowledge to do new jobs, and to continue their career progress in a changing world of work (Armstrong, 2001; Craig, 1987). Numerous organizational adages suggest that people are the key to any successful business operation. This emphasis is not empty as it is becoming increasingly clear that no human enterprise can succeed without properly skilled and knowledgeable human resource development professionals (Goldstein & Ford, 2002). Ongoing employee development is critical to the short- and long-term success of every business profit or non-profit (Becker, 1962; Pittam, 1987).

A training program is said to be effective when training outcomes matches with its objectives. The degree with which outcome is closer to objective determines training effectiveness. According to Lina Vyas (2004), evaluation is the most Important means to determine the effectiveness of the training, however, other factors including transfer of learning ability of the trainer to deliver and trainees to absorb, ability of the institute and the trainers to recognize the needs and properly address them, and adequate matching of the training package to trainees' requirements also have an influence on the effectiveness of training.

Evaluating the effectiveness of training program is an important step as it is carried out to see how well the training objectives have been met and whether it is the best method for achieving those objectives (Niraj Kishore Chimote, 2010). The failure to consistently find results for the effectiveness of training through the use of behavioural and performance rating criteria can be attributed to several sources, including training design issues, trainee characteristics, work environment characteristics, and criterion issues (Bladwin & Ford, 1988; Goldstein, 1986). To examine training effectiveness using result criteria. The inherent difficulties involved in collecting objective performance measures of trainees (Ostroff Cherl 1991),

The importance assigned to training and development function in an organization can be understood by knowing commitment from top managers, investment and time spent on training Major responsibility associated with HR or special at trainer and involvement of line manager. The purpose of training will be served when employees who undergo training learn skills and knowledge from the training program and apply them in their job. It is difficult to measure training effectiveness; because training results may not be immediately reflected in trainee performance and contribution of training knowledge in improved performance level can't be judge objectively. What it makes more difficult in measuring training effectiveness of its complexity in measuring results in terms of monetary value. Yet it is very vital to

measure training effectiveness, as it helps in making decisions related to continuation of training.

DEFINATION OF TRAINING & DEVELOPMENT

Training and Development is a subsystem of an organization which emphasize on the improvement of the performance of individuals and groups Training is an educational process which involves the sharpening of skills, concepts, changing of attitude and gaining more knowledge to enhance the performance of the employees. Good & efficient training of employees helps in their skills & knowledge development, which eventually helps a company improve. Training is about knowing where you are in the present and after some time where will you reach with your abilities. By training, people can learn new information, new methodology and refresh their existing knowledge and skills. Due to this there is much improvement and adds up the effectiveness at work. The motive behind giving the training is to create an impact that lasts beyond the end time of the training itself and employee gets updated with the new phenomenon. Training can be offered as skill development for individuals and groups.

IMPORTANCE OF TRAINING AND DEVELOPMENT

For companies to keep improving it is important for organizations to have continuous training and development programs for their employees Competition and the business environment keeps changing and hence it is critical to keep learning and pick up new skills. The importance of training and development is an follows:

- Optimum utilization Development of skills Human resources
- To increase the productivity
- To provide the seal of team spirit
- For improvement of organization culture
- To improve quality, safety
- To increase profitability
- Improve the morale and corporate image

NEED FOR TRAINING AND DEVELOPMENT

Training and development of employees is a costly activity as it requires a lot quality inputs from trainers as well as employees. But it is essential that the company revises its goals and efficiencies with the changing environment. Here are a few critical reasons why the company endorses training and development sessions.

- When management thinks that there is a need to improve the performances of employees
- To set up the benchmark of improvement so far in the performance improvement effort
- To train about the specific job responsibility
- To test the new methodology for increasing the productivity

ADVANTAGES OF TRAINING AND DEVELOPMENT

Training and development have a cost attached to it. However, since it is beneficial for companies in the long run, they ensure employees are trained regularly. Some advantages are:

- Helps employees develop new skills and increases their knowledge.
- Improves efficiency and productivity of the individuals as well as the teams.
- Proper training and development can remove bottle-necks in operations.
- New & improved job positions can be created to make the organization leaner.
- Keeps employees motivated and refreshes their goals, ambitions and contribution levels.

TRAINING AND DEVELOPMENT PROCESS

Training and development is a continuous process as the skills, knowledge and quality of work needs constant improvement. Since businesses are changing rapidly, it is critical that companies focus on training their employees after constantly monitoring them & developing their overall personality.

Steps for training and development processes are:

- Determine the need of training and development for individuals or teams
- Establish specific objectives & goals which need to be achieved
- Select the methods of training
- Conduct and implement the programs for employees
- Evaluate the output and performance post the training and development sessions.
- Keep monitoring and evaluating the performances and again see if more training is required.

Hence, this concludes the definition of Training and Development along with its overview.

Types of Training:

Various types of training can be given to the employees such as induction training, refresher training on the job training, vestibule training, and training for promotions. Some of the commonly used training programs are listed below:

- Induction trainings
Also known as orientation training given for the new recruits in order to make them familiarize with the internal environment of an organization. It helps the employees to understand the procedures, code of conduct, policies existing in that organization.
- Job instruction training
This training provides an overview about the job and experienced trainers demonstrates the entire job. Addition training is offered to employees after evaluating their performance if necessary.
- Vestibule training
It is the training on actual work to be done by an employee but conducted away from the work place.
- Refresher training
This type of training is offered in order to incorporate the latest development in a particular field. This training is imparted to upgrade the skills of employees. This training can also be used for promoting an employee.
- Apprenticeship training
Apprentice is a worker who spends a prescribed period of time under supervisor.

TRAINING SESSION CONDUCTED AT PANTALOONS



At pantaloons they followed general method of training and development. They are as follows:

- 1- store health training.
- 2- employee self-development training
- 3- FA star certification

STORE HEALTH TRAINING

In this type training the organization focused on the training related to

Product knowledge:

Product knowledge training is the process of educating your workforce about the goods, products, services to help them perform their job better.

Mission happiness:

Mission happiness is about the happiness and satisfaction of the customer or we can say that this is the feedback system to know about the customer satisfaction.

Fire & safety:

Fire and safety training program is done to educate the employees about the use of fire extinguisher and safety of the customer, store and themselves.

Frisking:

Frisking means to search quickly. The security department of the store gets hold of the task. In frisking training, the employees learn the proper way to do it and the rules regarding it.

Insignia:

Insignia membership ensures customers regular visit as the membership ensures customers benefits.

Green card:

Green card membership ensures customers regular visit as the membership ensures customers benefits.

Store display manual:

Store display manual is done to promote the products. Products are promoted in POP displays, window display, shelves, tables.

Visual merchandise:

Visual merchandising is a marketing practice that uses floor plans, colour, lighting, displays, technology and other elements to attract customer attention.

Ware house management:

Warehouse management refers to the oversight of operations in a warehouse. This includes receiving, tracking, and storing inventory, as well as training staff, managing shipping, workload planning, and monitoring the movement of goods.

GUEST:

G- Greet the customer

U- Understand their need

E- Explain about the products

S- Speed of service

T- Thank you

SOP:

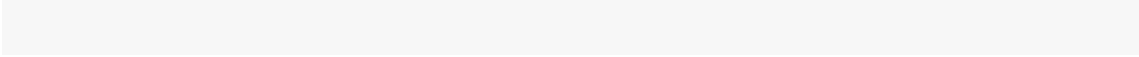
Standard Operating Procedure (SOP) was written to incorporate all comprehensive training activities into one system to ensure that all personnel acquire the skills, knowledge and qualification needed to effectively carry out their duties and tasks.

EMPLOYEE SELF DEVELOPMENT

In this type of training the organization focused on the training related to

ABG values:

- Integrity: Acting and taking decisions in a manner that is fair and honest. Following the higher standard of professionalism and being recognized for doing so. Integrity for us not only financial and intellectual integrity, but encompasses all other forms are generally understood.
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 - Speed: Responding to internal and external customers with a sense of urgency. Continuously striving to finish before deadliness and choosing the best rhythm to optimize organizational efficiencies.
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CHAPTER – 4

METHODOLOGY OF THE STUDY

RESEARCH

It is unbiased, unstructured and sequential method of enquiry directed towards a clear objective. This enquiry may lead to validate the existing postulates or arriving at new theories or models.

RESEARCH DESIGN

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the researcher purpose with economy in procedure. Research design is of different types. In my present study, the research design adopted is exploratory for which a well-structured questionnaire is framed and data is collected from the employees in Pantaloons, Bhubaneswar.

DATA SOURCE

There are two types of data collection namely primary data collection and secondary data collection.

Primary Data

The primary data defined as the data, which is collected for the first time, and fresh in nature, and happen to be original in character through field survey. There are some methods that adopted for collecting primary data which includes:

Questionnaire

Interview

Observation

Secondary Data

The secondary data are those which have already been collected by someone else and have been passed through statistical process. The secondary data for this study are already available in the firm's internal record, annual reports, and company websites.

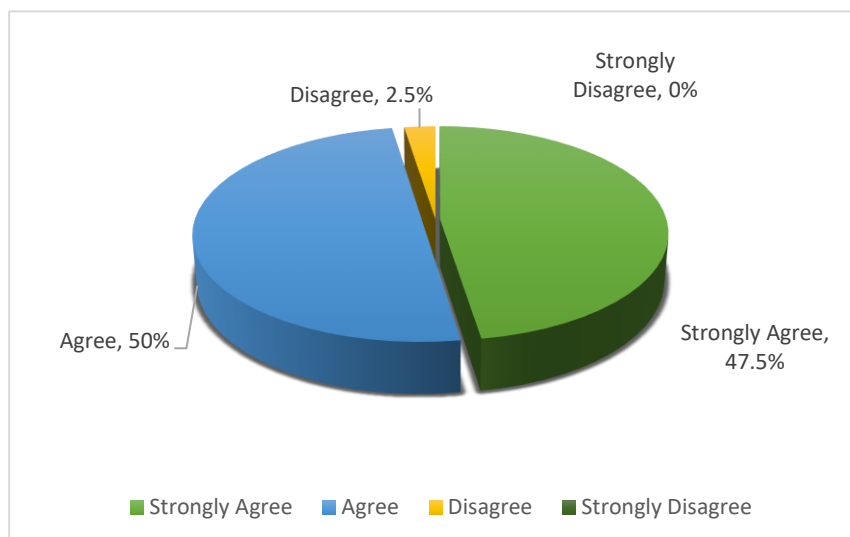
Sample Selection

Sample was selected in a random manner with all age, sex, and designated groups of employees at Pantaloons. Sample size is 40. And was taken from all the departments of Pantaloons, Patia.

Data Analysis

Q.1. Before undertaking training session for employees, the organization identifies about the need of the employee?

Category	Response	Percentage (%)
Strongly agree	19	47.5
Agree	20	50
Disagree	1	2.5
Strongly disagree	0	0

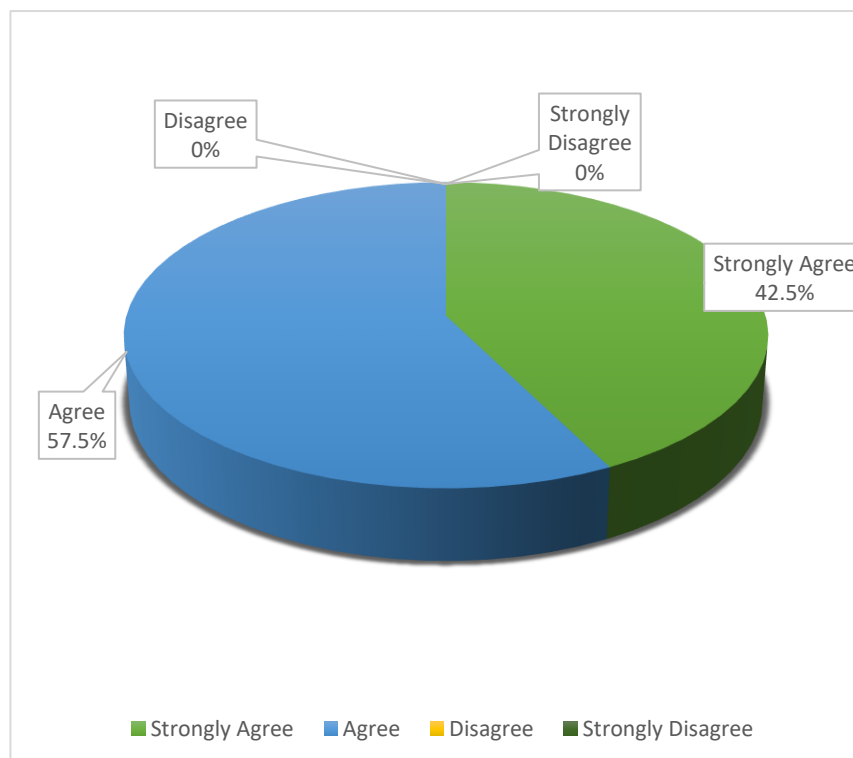


Interpretation-

From the above graph, it shows that 47.5% employees are strongly agree, 50% employees are agreed, 2.5% employees are disagreed, which is clearly visible that before conducting any training program organization find out the need of employees.

Q.2. Are the training programs convenient to the job being assigned to you?

Category	Response	Percentage (%)
Strongly agree	17	42.5
Agree	23	57.5
Disagree	0	0
Strongly disagree	0	0

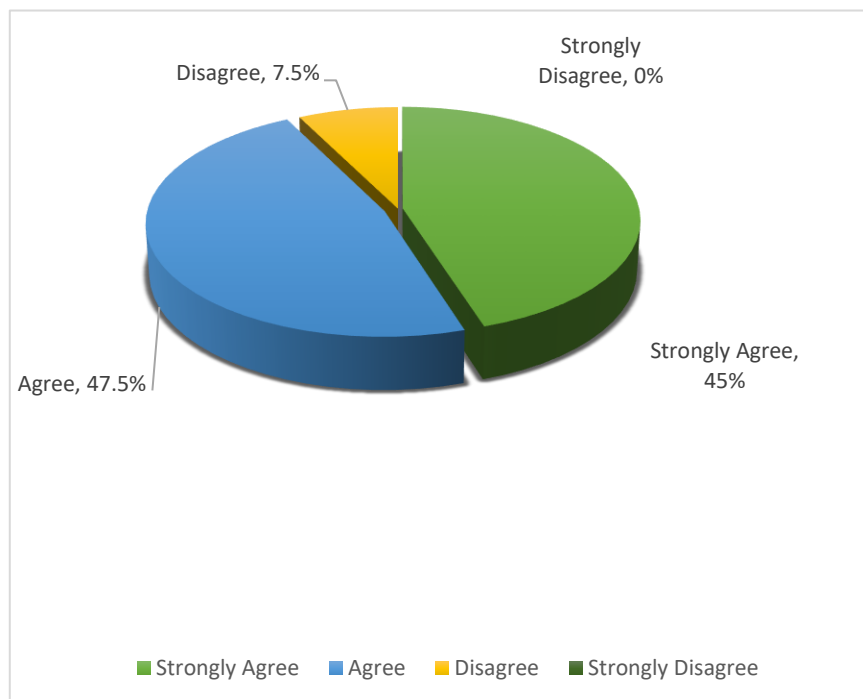


Interpretation:

From the above graph, it shows that 42.5% employees strongly agree, 57.5% employees are agreed, which is clearly visible that employees provided with proper training according to their job assigned.

Q.3. The training programs conducted were the Time, Effort and Value of money?

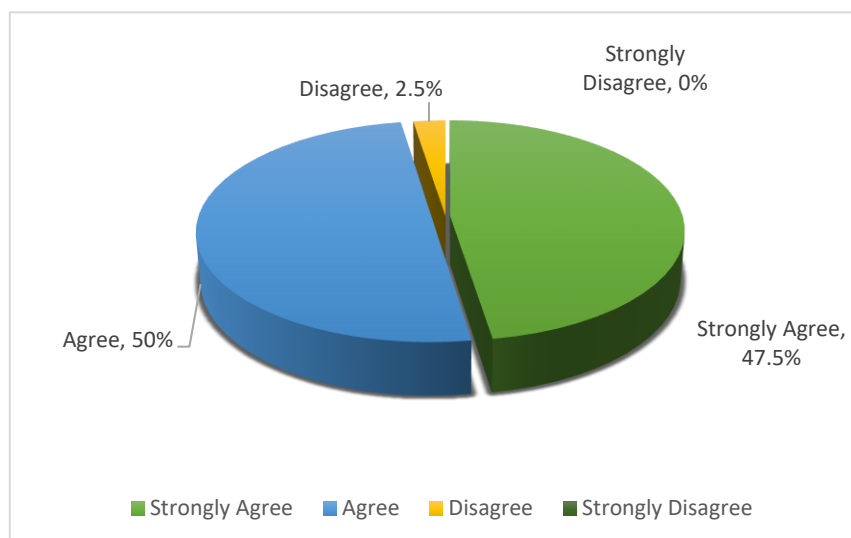
Category	Response	Percentage (%)
Strongly agree	18	45
Agree	19	47.5
Disagree	3	7.5
Strongly disagree	0	0



Interpretation :From the above graph, it shows that 36% employees strongly agree, 60% employees are agreed, 4% employees are disagree, which is shows that some employees need extra effort in training session to improve.

Q.4. During the training session, do every employee get attention to their issues?

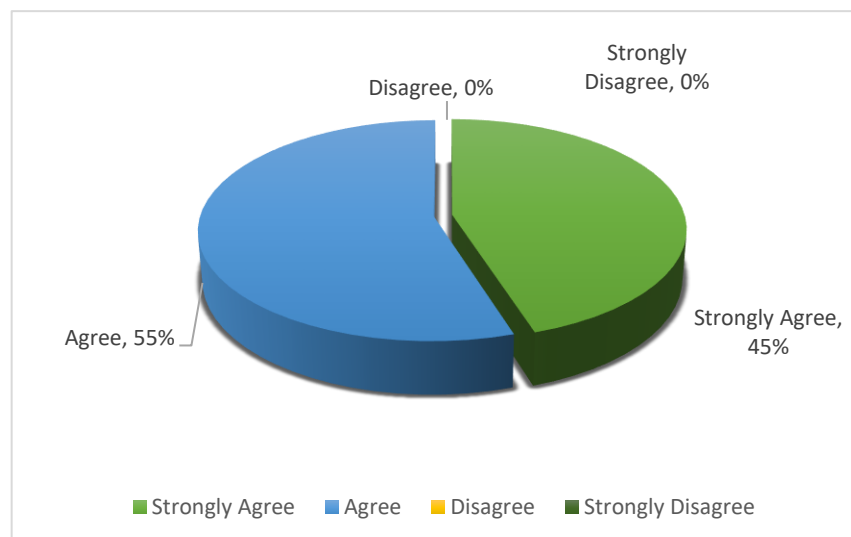
Category	Response	Percentage (%)
Strongly agree	19	47.5
Agree	20	50
Disagree	1	2.5
Strongly disagree	0	0



Interpretation: From the above graph, it shows that 47.5% employees strongly agree, 50% employees are agreed, 2.5% employees are disagreed, which is clearly shows that the training program is taken seriously in the organization and they ensure every employee get proper attention.

Q.5. During the training session, do they cover every module given for a fashion assistant?

Category	Response	Percentage (%)
Strongly agree	18	45
Agree	22	55
Disagree	0	0
Strongly disagree	0	0

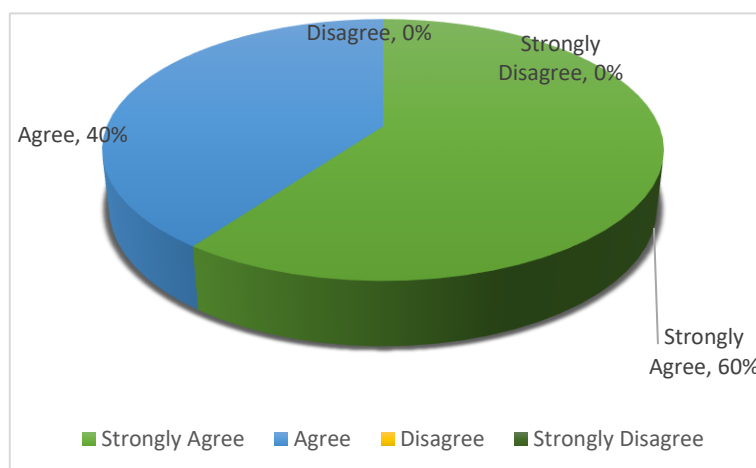


Interpretation:

From the above graph, it shows that 45% employees strongly agree, 55% employees are agreed, 0% employees are disagreed, which is clearly shows that the training program is taken seriously in the organization and they ensure every employee get proper knowledge about the topics they are assigned.

Q.6. Are you utilizing the skills and knowledge given through the training session?

Category	Response	Percentage (%)
Strongly agree	24	60
Agree	16	40
Disagree	0	0
Strongly disagree	0	0

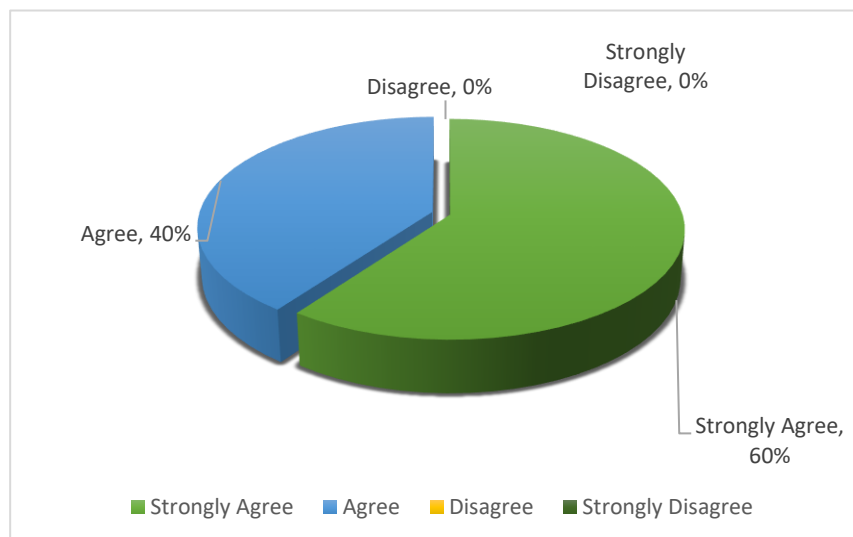


Interpretation:

From the above graph, it shows that 60% employees strongly agree, 40% employees are agreed, which clearly shows that the training program is helping the employees learn and utilize the skills acquired through the training program.

Q.7. Does the training session helping you understand the customer needs better?

Category	Response	Percentage (%)
Strongly agree	24	60
Agree	16	40
Disagree	0	0
Strongly disagree	0	0

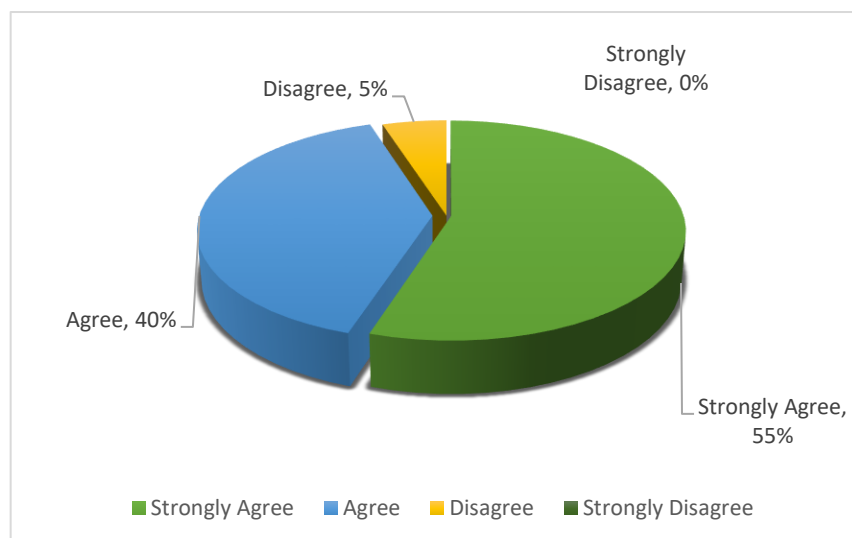


Interpretation:

From the above graph, it shows that 60% employees strongly agree, 40% employees are agreed, which clearly shows that the training program is helping the employees learn and utilize the skills acquired through the training program.

Q.8. Does your quality of work improve a lot post training period?

Category	Response	Percentage (%)
Strongly agree	22	55
Agree	16	40
Disagree	2	5
Strongly disagree	0	0

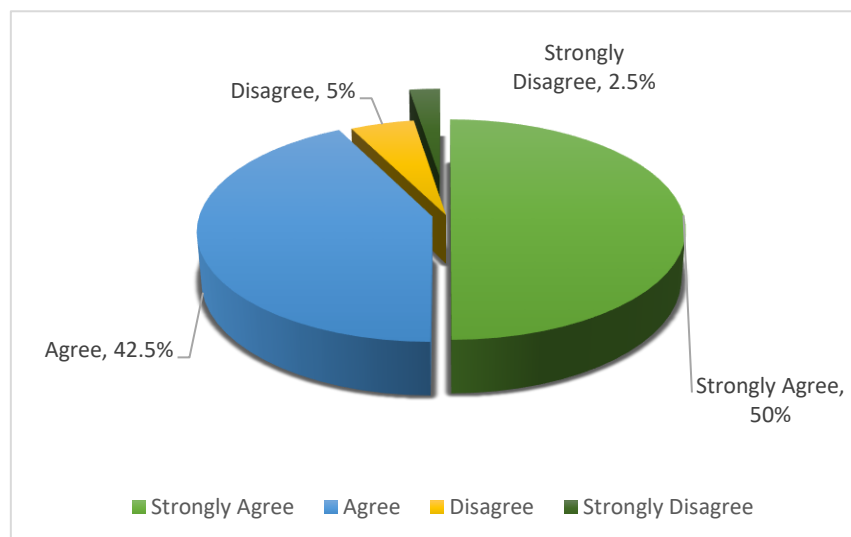


Interpretation:

From the above graph, it shows that 55% employees strongly agree, 40% employees are agreed and 5% employees disagree, which is shows that the training program helping the employees improve their quality of work in the organization.

Q.8. Employees are provided with every opportunity and space to use their skills that they learned during the training?

Category	Response	Percentage (%)
Strongly agree	20	50
Agree	17	42.5
Disagree	2	5
Strongly disagree	1	2.5

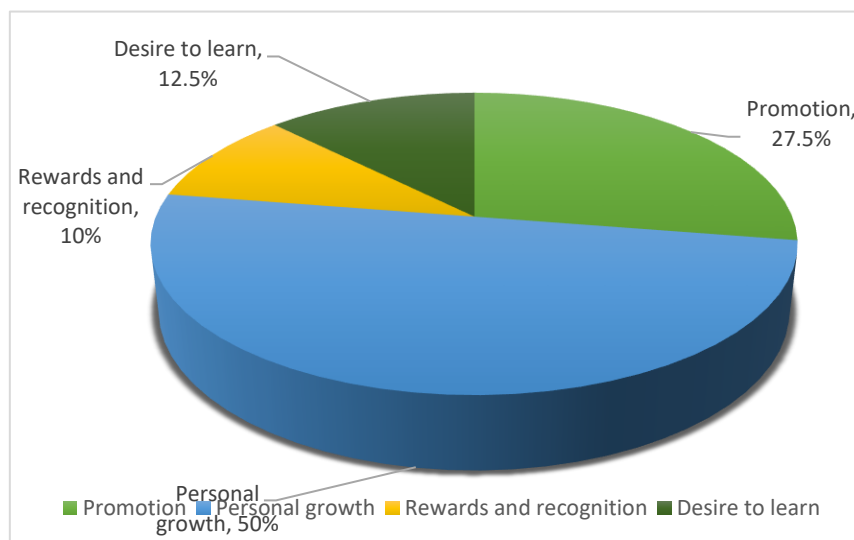


Interpretation

From the above graph, it shows that 50% employees strongly agree, 42.5% employees are agree, 5% employees are disagree, 2.5% are strongly disagree, which is clearly visible that employees are get exposure to utilize their skills, talent etc.

Q.9. What motivates employees the most to attend the training program?

Category	Response	Percentage (%)
Promotion	11	27.5
Personal growth	20	50
Rewards and recognition	4	10
Desire to learn	5	12.5

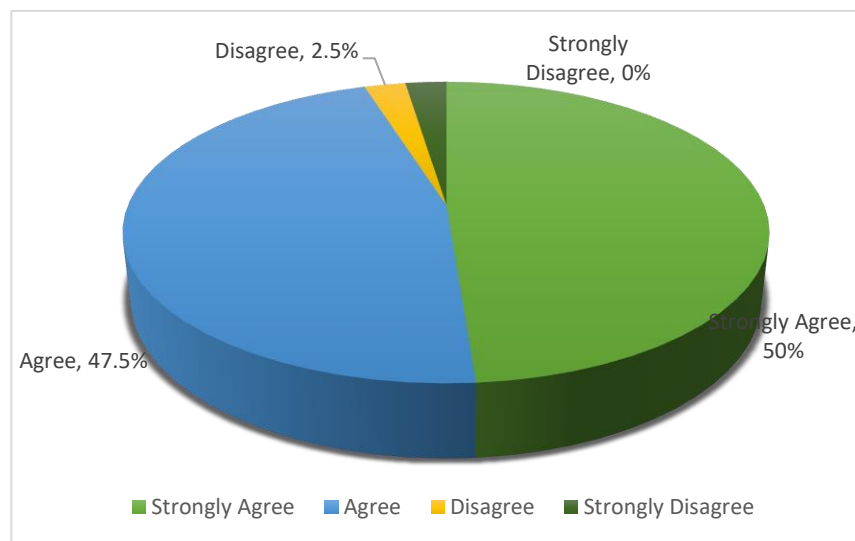


Interpretation

From the above graph, it shows that 27.5% employee attend training desire of promotion, 50% employees attend for personal growth, 10% employees are for reward and recognition, 12.5% employees attend it in the purpose of learning.

Q.10. Post-training has resulted in a lesser of mistakes in designed outcome?

Category	Response	Percentage (%)
Strongly agree	20	50
Agree	19	47.5
Disagree	1	2.5
Strongly disagree	0	0



Interpretation:

From the above graph, it shows that 50% employees are strongly agree, 47.5% employees agree, 2.5% employees are disagree, , which is clearly shows that after training session the rate of mistakes reduced.

CHAPTER – 5

FINDINGS:

Based on the data gathered the following observations are made:

Pantaloons has maintained proper training program for the learning and development of the employees.

The training program conducted by the internal executives.

Pantaloons focus on the development of each employees' potential to the fullest.

Training programs helps the employees to be more trained.

Employees attend the training program for personal growth as well as organizational achievement.

Training has made the employees more efficient and effective with lesser mistakes.

Training program has helped in enhancing the customers' satisfaction.

SUGGESTION:

Although most of the employees have positive remarks about the training programs conducted in Pantaloons, there can be made certain improvements to make training program worth effective. The following suggestions can be taken into consideration for improvement:

- Training needs should be assessed regularly by observing the needs of the employee and also from feedback
- There should be more frequent open house session to fill up the gap between the employees and management.
- New and different trainer should be adopted so that maximum input can be generated from the training programme.
- Try to consider the personal goals of participates also when signing the training models, so that interest and satisfaction can be increased.
- Try to use more visual and audio aids to make training more interactive.
- Trainers must be given continuous feedback the training should be performed as a continuous planned actively.
- Utmost care must be given to increase the practical sessions and feedback form of the employees attending the training programs.

LIMITATION OF THE STUDY

Nothing is perfect in this world. So is also the case with the research conducted to understand, analyse and recommend on the training and development at pantaloons.

Employees did not have sufficient time to provide information due to work load.

the views and the responses of the employee's survey dare may not be absolutely accurate and confidential.

Some respondents felt reluctant to share personal information which can affect the validity of all responses.

Limited time period to undertake a detail based objective study.

CONCLUSION:

A complete report always depends upon a systematic conclusion which makes it perfect as well as effective training and development helps in developing an integrated process of goal setting. An organization among team success is strength to measure employee's contribution is goal accomplishment.

Training and development is considered as a strategy for growth in every organization. It is adopted by the organization to fill the gap between skills and future opportunities. These training programs definitely enhance skills, improve efficiency, and productivity and growth opportunities for employees. Training and development is a continuous process within the organization constantly spends large amounts of its capital resources on the development of its Human Resources. A well trained and developed Human resource of an organization has its own potential to carry out the work effectively and efficiently.

Therefore, an organization should plan its training plan much carefully and effective Training methods should be adopted to make the training programmes effective for the individual as well as for the organization. Otherwise, it would simply result in wastage of resources.

The training and development program adopted in Pantaloons mainly concentrated on areas like quality aspects, job-oriented trainings, technical skills and knowledge. Pantaloon Retail (India) limited is not only an organization but it is an institute which provides its employees an opportunity for learning which helps in development of the company. They always look for the people who are high in knowledge which will help the organization success. Pantaloons always welcome change in fashion by thinking out of the box. Most of the respondents rated as good and excellent towards the overall quality and effectiveness of the training and development programs and satisfied with the present training methods. The company also has to concentrate on small percentage of respondents who are not satisfied with training programs and whom it has not helped to overcome from their short comings or work-related problems. Finally, the training and development programs provided by Pantaloons are found to be effective.

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ANNEXURE:

Effectiveness of Training and Development

QUESTIONNAIRE:

Q1- The trainers depicted for the training programs were highly experienced and skilled personnel?

Strongly agree (b) Agree (e) Disagree (d) Strongly disagree

Q2-Enough practice is given to the trainees during the training session?

Strongly agree (b) Agree (c) Disagree (d) Strongly disagree

Q3- Employees' quality of work and performance has improved a lot post training?

Strongly agree (b) Agree (c) Disagree (d) Strongly disagree

Q4- The training program has helped employees in improving critical thinking?

Strongly agree (b) Agree (c) Disagree (d) Strongly disagree

Q5- Employees find targets easier after receiving the training?

Strongly agree (b) Agree (c) Disagree (d) Strongly disagree

Q6-Post-training has resulted in a lesser degree of mistakes in designed outcomes?

Strongly agree (b) Agree (c) Disagree (d) Strongly disagree

Q7-The Training provided fulfils my Individual as well as organization objectives?

Strongly agree (b) Agree (c) Disagree (d) Strongly disagree

Q8- The Training program conducted by Pantaloons has helped in enhancing the customer's Satisfaction.

Strongly agree (b) Agree (c) Disagree (d) Strongly disagree

Q9- Employees' performance being evaluated on the basis of acquired knowledge on the training?

Strongly agree (b) Agree (c) Disagree (d) Strongly disagree

Q10- The training program has upgraded by knowledge and skills to ensure business success?

Strongly agree (b) Agree (c) Disagree (d) Strongly disagree

ACTUAL WORK DONE

Work in pantaloons consists of different targets to be completed every day. Each floor, section have their own daily targets that they need to complete. As an intern I learned and helped in the following:

1.Recrut candidates

HR needs to understand the organization's needs and make sure those needs are met when recruiting for new positions. It's not as simple as just throwing an ad up on Indeed: you'll need to analyze the market, consult stakeholders, and manage budgets.

Recruiting is a massive—and costly—undertaking; the right candidate can revitalize an entire organization, but the wrong candidate can upend operations.

2.Hire the right employees

Human resources is in charge of arranging interviews, coordinating hiring efforts, and onboarding new employees. They're also in charge of making sure all paperwork involved with hiring someone is filled out and making sure that everything from the first day to each subsequent day is navigated successfully.

3.Process payroll

Payroll is its own beast. Every payday must have taxes calculated and hours collected. Expenses need to be reimbursed and raises and bonuses need to be added in as well. If you think it's a chore doing taxes just once a year, imagine what it must be like to be in HR and make sure they're properly deducted every pay period.

4.Conduct disciplinary actions

This responsibility may be why HR tends to get a bad rap. When navigated inappropriately, disciplinary actions can lead to the loss of a valuable employee and can even result in litigation or a poor reputation. But when handled appropriately, disciplinary action can result in the success of an employee.

5.Update policies

Policies need to be updated (or at least examined) every year as the organization changes. It's HR's job to make official updates to policies and to suggest changes to policies when they no longer serve the company or the employees. Sometimes a policy should be updated as a reaction to an occurrence. HR should always be included in and consulted with regarding these decisions.

6. Maintain employee records

Maintaining HR records is mandated by law. These records help employers identify skill gaps to help with the hiring process and to analyze demographic data and comply with regulations. They also contain personal details and emergency contacts for each employee.

7. Conduct benefit analysis

Staying competitive is of prime importance when trying to attract the best talent. A promising recruit may choose a different company with lesser pay if the benefits are more attractive. HR should routinely investigate similar companies to see if their benefits are competitive.