

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)
EXAMINATION: JUNE - 2022
SEMESTER - VI
Sub. : Training & Development (BBA15-HR-614)

Date : 16 /06/2022

Total Marks : 60

Time: 10.00am to 12.30pm

Instructions: 1) All questions are compulsory.
2) Figures to the right indicate full marks.

Q. 1. Choose the most appropriate option. (05)

1. Training is most effective in resolving
 - a) Skill Gaps
 - b) Poor motivation
 - c) Attitudinal problems
 - d) Attendance issues
2. The term which describes long term training which includes a combination of both on-the-job and in-class training is
 - a) Mentorship
 - b) Vestibule training
 - c) Computer based training
 - d) Apprenticeship
3. The diagnostic process of needs assessment often starts with
 - a) A job analysis
 - b) A concern
 - c) A gap analysis
 - d) An organizational audit
4. Training works best under which of the following conditions
 - a) The task is easy and perfection is not required
 - b) The task is infrequently performed
 - c) Correct performance is critical
 - d) None of the above
5. Evaluation of training programs should happen
 - a) Only at the end
 - b) For high cost programs only
 - c) at the planning stage
 - d) All of the above

Q. 2. State True / False (05)

1. Increased productivity is the benefit of training.
 - a) True
 - b) False
2. Demonstration type of training method is used to train workers.
 - a) True
 - b) False
3. A worker is a part of lower level management.
 - a) True
 - b) False
4. Case study method is a type of on the job method of training.
 - a) True
 - b) False
5. Role play is not a method of training.
 - a) True
 - b) False

Q. 3. Write Short notes on (Any Three) (15)

1. Benefits of training
2. Role of a Trainer
3. Elements of an effective Training Program
4. Improving Future Training
5. Evaluation of training program

Q. 4. Answer in detail (Any Two) (20)

1. What is the need for training in an organisation?
2. Why do companies spend money on training and development activities?
3. What are the Stages of the Training Process?

Q. 5. Case study (Any One) (15)

1. Aakash has been employed for six months in the accounts section of a large manufacturing company in Pune. Mr. Vartak has been his supervisor for the past four months. Recently Mr. Vartak was asked by the management to find out the contribution of each employee in accounts section and monitor carefully whether they are meeting the standards set by him.

A few days back he completed his formal investigation and found that except for Akash, everyone's work was at par to the standard set by him. All were meeting the assigned target. Along with numerous errors, Akash's work was questionable and with low performance.

As Mr. Vartak looked into Akash's performance review sheets again, he began to wonder whether some sort of remedial training was needed for people like him and what could be the possible reasons for his poor performance.

- i. Can we infer that Akash's poor performance was due to lack of training given to the employees?
 - ii. Will close supervision on Akash work as a strategy to improve his performance?
 - iii. Suggest what kind of remedial training programme would be best for him?
2. The manager of a large company realised that during his twenty years with the company, he trained many managers and encouraged their development, only to see many of them leave the firm after completing their training. Soon after completing the training programme, when Smita came to see the manager to submit her resignation, the manager was furious because this had happened several times before. Smita told the reason for her leaving the company and joining the competitor was that there were fewer opportunities for career advancement in the current company.

The manager immediately went to see the general manager (HR) and complained about the training policy and lack of system approach in Training and Development in the company.

- i. What might be the reason that employees left after receiving their training?
- ii. If you were in place of the GM-HR, what would you do?
- iii. Give a suitable title to the case
