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MASTER OF BUSINESS ADMINISTRATION (M.B.A.)
EXAMINATION : DECEMBER - 2022
SEMESTER - III
Sub: Training & Development (MHR301)

Date: 21/12/2022

Total marks: 60

Time: 10.00 am To 12.30 pm

SECTION - I

Q. 1. Fill in the blanks. (5)

1. Evaluation of training program must be _____
a) yearly
b) only after the program
c) annually
d) once a year
2. Off the job training method includes _____
a) conferences
b) case studies
c) seminars
d) all of the above
3. Development stresses on _____ rather than skills.
a) language
b) knowledge
c) problem solving
d) all of these
4. Role playing focuses on emotional issues rather than actual ones.
a) True
b) False
5. Advantages of computer related training is _____
a) time and duration is flexible
b) trainers should be more committed
c) trainer may feel isolation
d) all of the above

Q. 2. Answer the following. (Any Two) (20)

1. Define Training. Explain the gaps in training in relation with Input, Overload, Unrealistic Goals and Alienation.
2. Explain the importance of Training and Development.
3. Write in detail different types of Training programs.
4. What are the advantages of Need Assessment Process?

Q. 3. Write notes on. (Any Two) (10)

1. Difference between Education and Development
2. Brain Storming Process
3. Role playing

SECTION – II

Q. 4. Case Study

(15)

On Monday morning, Ravi Shah, a recent recruit from a reputed management institute from Kanpur entered into the sales office at Chennai as a new sales trainee. Roshan, the Zonal Sales Manager for a large finance firm was there to greet him. Roshan's job consisted of overseeing the work of sales officer, field executives and trainee salesman numbering over 50 of three areas namely Hyderabad, Bangalore and Trivandrum. His performance was highly satisfactory especially in the recent years, thanks to the developmental initiatives taken by respective banks in spreading knowledge about financial credit cards amongst offices, schools, colleges, banks and other institutions.

Roshan had collected several sales reports, catalogues and pamphlets describing in detail the type of credit cards sold by the banks.

After a pleasant chat about their backgrounds, Roshan gave Ravi the collected material and showed him to his assigned desk.

Thereafter Roshan excuses himself and did not return. Ravi spent the whole day scamming the report and at 5.00 pm picked up his things and went home. This was the end of the first day of Ravi's work.

Questions :

1. What do you think about Roshan's training programme?
2. What type of sales training programme would you suggest?
3. What method of training would have been best under these circumstances? Would you consider OJT, Simulation or experimental methods?

Q. 5. Answer the following:

(10)

- a) Explain the process of Training needs identification.

OR

- b) What are the different methods techniques of training? Explain in detail any three of them with some examples.
