

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)**  
**EXAMINATION: DECEMBER - 2023**  
**SEMESTER - VI**  
**Sub. : Training & Development (BBA15-HR614)**

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**Date : 23/12/2023**

**Total Marks : 60**

**Time: 10.00am to 12.30pm**

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- Instructions:** 1) All questions are compulsory.  
2) Figures to the right indicate full marks.
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**Q. 1. Choose the most appropriate option. (05)**

- The process of \_\_\_\_\_ is about assessing the current employee skills, abilities, knowledge and performance and making comparisons with the desired levels.  
a) Gap analysis  
b) development  
c) Training  
d) None of these
- Training is most effective in resolving  
a) Skill gaps  
b) poor motivation  
c) attendance issues  
d) None of these
- Evaluation of training programs should happen  
a) only at the end  
b) for high cost programs only  
c) by predetermining the evaluation criteria at planning stage  
d) never
- The following is (are) the benefit(s) of training  
a) increase productivity  
b) reduced supervision  
c) reduced accidents  
d) all of the above
- Demonstration type of training method is used to train  
a) workers  
b) supervisors  
c) managers  
d) all of the above

**Q. 2. State True / False (05)**

- Training helps to meet the desired goals.  
a) True  
b) False
- Training decreases employee retention.  
a) True  
b) False
- Training is cheaper than replacing employees.  
a) True  
b) False
- Case study method is an on the job training method.  
a) True  
b) False
- Training assessment is a time-consuming process.  
a) True  
b) False

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

1. Types of training
2. Benefits of training and development
3. Improving Future Training
4. Role of a Trainer
5. Training Process

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

1. Define Training. What is the purpose of training and development in an organisation?
2. Why do companies spend money on training and development activities?
3. How to conduct training needs assessment?

**Q. 5. Case study (15)**

1. It is common for your best employee to change after promotion. Such was the case at the 'Cat Shelter Paws Need Families', where Della, a cleaner, rose through the ranks to become an assistant manager and, eventually, manager. She began arriving late, allowing applications to sit, skipping of vaccinations, which were all serious offences. Meetings were held instead of confronting Della directly, and they hired an assistant manager to compensate for Della's shortcomings. Della was eventually fired for failing to clean up her act.

**Questions:**

1. Would short meetings and a review system have avoided this situation?
2. With an effective employee training and development system in place, can problems be identified before they become major issues?

Solve the above case using following steps.

- Step 1: Write down facts of the case
- Step 2: SWOT analysis of the case
- Step 3: Give your assumptions
- Step 4: Answer the questions
- Step 5: Title the case