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BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)
EXAMINATION: MAY- 2024
SEMESTER - VI
Sub.: Training & Development (BBA15-HR-614)

Date : 22/05/2024	Total Marks : 60	Time: 10.00 am 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.   What is the primary objective of conducting a training needs analysis (TNA)?
a) To evaluate employee performance
b) To identify areas where training can address skill gaps
c) To determine employee satisfaction levels
d) To assess organizational culture

2.   Which of the following is NOT a step in the training needs analysis process?
a) Identifying training objectives
b) Designing training materials
c) Assessing current employee skills and knowledge
d) Prioritizing training needs based on organizational goals

3.   What is the primary responsibility of a trainer in a corporate setting?
a) Managing employee grievances
b) Conducting performance appraisals
c) Facilitating learning and development
d) Handling payroll administration

4.   Which of the following best describes the role of a trainer during a training session?
a) Setting unrealistic expectations for trainees
b) Delivering information in a one-way communication style
c) Creating an interactive and engaging learning environment
d) Avoiding feedback and evaluation of trainee progress

5.   During a training session, what should a trainer do to ensure participant engagement?
a) Lecture without allowing for questions or interaction
b) Encourage active participation and discussion
c) Provide minimal explanation and examples
d) Avoid using visual aids or multimedia

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

1.   Training and development are terms that can be used interchangeably.
a) True
b) False

2.   Training refers to the process of teaching employees specific skills or knowledge to improve performance in their current roles.
a) True
b) False

3.   Online training, also known as e-learning, is not suitable for teaching technical skills or complex concepts.
a) True
b) False

4.   Training needs analysis is a process used to assess the gap between employees' current skills and the skills required for their roles.
a) True
b) False

5.   Continuous training and development are essential for organizations to remain competitive in a rapidly changing business environment.
a) True
b) False

Q. 3.   **Write Short notes on (Any Three)**   **(15)**
1. Role of a Trainer
2. Advantages & Disadvantage of Training
3. Evaluation of training program
4. Improving Future Training
5. Types of Training

Q. 4.   **Answer in detail (Any Two)**   **(20)**
1. How do training programs benefit both trainees and organizations?
2. What does training entail, and what role does it play in organizational growth and development?
3. What motivates companies to invest in training and development initiatives?
4. What are the key phases involved in the training process?

Q. 5.   **Case study**   **(15)**
Innovate Tech Inc., a dynamic software development company, decides to invest in training programs to enhance its employees' skills and keep them up-to-date with the latest industry trends.
The Characters:

Natalie (HR Manager): Dedicated HR manager responsible for organizing and overseeing employee training programs.
Erica (Training Coordinator): Efficient training coordinator tasked with scheduling and managing training sessions.
Jason (Trainer): Experienced technical trainer hired to conduct the training sessions.
Employees: Various employees from different departments attending the training sessions.

Natalie, the HR manager, receives feedback from several employees expressing dissatisfaction with Jason's training style and delivery methods. They find his teaching approach too theoretical and disconnected from real-world applications, making it challenging to grasp the concepts effectively.

Erica, the training coordinator, communicates the employees' concerns to Jason and offers suggestions for improving the training sessions. However, Jason, confident in his teaching methods, is resistant to making significant changes and believes the employees simply need to adapt to his approach.

As the training sessions progress, tensions escalate as more employees voice their frustrations with Jason's training style. Some employees even consider skipping the sessions altogether, fearing they won't benefit from the training.

Question :
1) How to reduce the frustration of the employees?
2) What steps should the trainer take to improve the situation?
3) What should be the role of the company in this case?

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

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