

Roll

MBA-10 (Master of Business Administration)/PGDHRM-10
M.B.A- Second Year (Fourth Semester)/PGDHRM-Second Semester
Examination-2012
Management of Training and Development
HR 2309

Time: 3 Hours

Maximum Marks: 60

Note- The question paper is divided into three sections A, B and C

Section-A
(Long Answer Type Questions)

Section 'A' contains 04 long answer-type questions of 15 marks each. Learners are required to answers 02 questions only.

2×15=30

- 1.**Write a descriptive note on Training Need Analysis of an organisation? Also describe benefits of the Training Need Analysis.
- 2.**Discuss the characteristics of an effective training programme and its importance to the organisation?
- 3.**“Training techniques must be subservient to the aims of the training sessions.”In the background of this statement explain in detail various methods and techniques used for Training?
- 4.**Explain the Kirkpatrick Model of training evaluation. Also diagrammatically discuss the process of Training and Development.

Section-B
(Short Answer Type Questions)

Section 'B' contains 08 short answer type questions of 5 marks each. Learners are required to answer 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

4×5 = 20

5. Answer any 04 of the following;

1. What is meant by 'learning by imitation'?
2. Distinguish between Training and Development.
3. Write a short note on the various aids commonly used in training sessions.
4. What are the various features of programmed instructions?
5. "Training is an investment and not an expense." Comment
6. Why On-the-job training is commonly used by organisations?
7. What are the objectives of communication in a training programme?
8. What are the necessary attributes of a good trainer?

Section- C
(Objective Type Questions)

Section 'C' contains 10 objective-type questions of 01 mark each. Learners are required to answer all the questions.

10×1=10

Write True/False against the following.

1. Training is a bipolar process.
2. Training allows organisations to adapt to changes in the business environment.
3. Training programme should be frequently evaluated to determine its effectiveness.
4. Orientation refers to the methods used to give new or present employees the skills they need to perform their jobs.
5. Another term used for vestibule training is cubicle training.

Choose the correct alternative.

6. Which of the following is not a stage in the systematic training cycle?

- a) Evaluation
- b) Assessing training needs
- c) Planning the training
- d) Job instruction on a one to one basis

7. Which of the following is not a method of on-the-job training?

- a) Orientation Training
- b) Job Instruction Training
- c) Apprentice Training
- d) Conference

8. Which of the following techniques involves every member of a large audience directly in the discussion process?

- a) Management Games
- b) Buzz Groups
- c) Role Play
- d) Vestibule Training

9. The evolution of training activities has moved towards;

- a) Specific on the job requirements using technology as the learning coach
- b) Time and motion studies
- c) Needs driven by productivity and efficiency concerns
- d) Identifying opportunities to build intellectual capital

10. Which of the following arrangements is mostly used in the management development conferences?

- a) Scattershot Arrangement
- b) Organisational Classroom Arrangement
- c) U Arrangement
- d) Circular-Table Arrangement