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Total No. of Pages: 02
Total No. of Questions: 15

MBA (Sem.-3rd)
TRAINING & DEVELOPMENT
Subject Code: MBA-962
Paper ID: [C1178]

Time: 3 Hrs.

Max. Marks: 60

INSTRUCTIONS TO CANDIDATE:

- 1. Attempt any four questions from Section-A. Each question carries five marks.*
- 2. Attempt any one question form each unit from Section-B. Each question carries 8 marks.*
- 3. Section-C is compulsory 8 mark.*

SECTION-A

- Q.1. Explain various objectives of training and development.
- Q.2. How are training needs identified?
- Q.3. What are possible causes of resistance on the part of the employees for training?
- Q.4. Discuss various teams building exercise in brief giving suitable illustrations?
- Q.5. What is the rational of cost benefit analysis of training?
- Q.6. Discuss various problems involved in evaluation of training programmes.

SECTION-B

UNIT-I

- Q.7. Differentiate between training and development. Explain the training and development process in detail.
- Q.8. How do we identify training needs in an organization? Explain giving suitable examples.

UNIT-II

- Q.9. "Choice of a training method is matter of experience, competence are judgment of the trainer. Discuss.
- Q.10. Write notes on i) Training strategies for organizationl change ii) Training and development centres?

UNIT-III

- Q.11. What are the functions the trainer has to performed in training department and what are main skills required of him?
- Q.12. What are the principles that should be kept in mind while designing a sound employee training programme?

UNIT-IV

- Q.13. What are various levels of training evaluation? Explain how the effectiveness of training programmes can be evaluated?
- Q.14. Discuss some of the emerging issues pertinent with regard to training and development in India giving suitable examples?

SECTION-C

- Q.15. *Note: Read the case carefully and answer the question below. The question carries 8 marks.*

On Monday morning Nageshwar Rao, A recent recruit from a reputed management institute in Hyderabad walked into the sale office at Chennai as a new sales trainee. Siddiqui, the zonal sales Manager for a larger finance firm was there to greet him. Siddiqui's job consisted of overseeing the work of sales officers, field executive and trainee salespersons numbering over 50 of three areas namely Hyderabad, Banglore and Trivandrum. The Recur of bad debts in his area was highly of satisfactory, especially in recent years, thanks to the developmental initiatives taken by respective Bank in spreading Financial credit cards in offices, schools, colleges, banks and other institutions.

Siddiqui had collected several sales reports, catalogues and pamphlets describing in detail the type of credit cards sold by the Bank. After a pleasant chat about their backgrounds, Siddiqui gave Nageshwar Rao the collected material and showed him to his assigned desk.

Thereafter Siddiqui excused himself and did not return. Nageshwar Rao spent the whole day scanning the report, at 5:00 P.M. picked up his things, and wends thome.

- a. What do you think about Siddiqui's training programme?
- b. What method of training would have been best under the circumstances?

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