

AS-780

M.B.A. Semester—III Examination
MANAGEMENT OF TRAINING AND DEVELOPMENT
Paper—MBA/3305/H

Time : Three Hours]

[Maximum Marks : 70

Note :—(1) All questions are compulsory.
(2) Figures to the right indicate marks.

SECTION—A

1. (a) Discuss the role of change agent in training. Also explain how counselling is important for training. 14

OR

- (b) Discuss the role of training environment and pre-training module in training. 14

SECTION—B

2. (a) 'Organisational objectives play important role while organising the training program to new employees' — comment. 7
(b) George Chemicals is producing polyvinyl chloride and other PVC products. Company has recruited operators for their plant. Plant head is of the opinion that on the job training should be given to operators whereas HR head prefers to give on the job and off the job training to operators. Who is correct ? Justify your answer. 7

OR

- (c) Explain the concept of action research. 7
(d) Newly established power plant wants to establish training department. As HR consultant, how could you help them ? 7
3. (a) While designing training module what factors will you consider ? Discuss. 7
(b) Prakash Steels is a growing company. The training department of the company provides a periodical training to its employees. Training manager observes that the employees are not taking training seriously. You are appointed as HR consultant; how will you help him to create healthy training climate. 7

OR

- (c) Explain the learning process in brief. 7
- (d) Alpha Electronics is a reputed company. Most of the employees are experienced and think that they do not need any training. But new HR head thinks that training can improve their performance. How can you help him to carry out training need assessment ? 7

SECTION—C

4. (a) Name and discuss various training aids for effective training. 7
- (b) Describe various techniques of training adopted by companies. 7

OR

- (c) Explain different types of training methods used in business organisation. 7
- (d) Describe various kinds of facilities needed for training in general. 7

SECTION—D

5. Arora Appliances is in the business of home appliances. The company is selling its appliances all over India. For last few years the competition has increased and company is finding it difficult to sell its products as desired. CEO asked to conduct survey through consultant. The result of survey revealed that employees are not performing well though periodical training is given to them. Also evaluation of training is not done properly. It has been also pointed out that feedback about training is not obtained from employees. To avoid this in the future, CEO desires to have feedback form and proper evaluation technique of training. You are appointed as consultant.
- (a) Suggest the parameters to be considered for evaluation of training. 7
- (b) Design a suitable feedback form to obtain feedback from employees about training at Arora Appliances. 7