



AR - 1221

M.B.A. Semester - III

Paper - MBA/3305/H

Management of Training & Development

P. Pages : 4

Time : Three Hours

Max. Marks : 70

- Notes :
1. All questions are compulsory.
 2. Figure to the right indicate marks.

SECTION - A

1. a) Why counselling is needed for training? **14**
Discuss the challenges to counsellor regarding training.

OR

- b) What is training environment? What type of training environment is needed for the success of training? Discuss.

SECTION - B

2. a) Discuss the cognitive theory approach of Learning. **7**

So, company decided to go for common training distributing 200 employees, in the batches of 50 employees, so that when one batch undergoing training remaining 150 employees can continue their work and services and the work will not held up. Company has outsourced this responsibility to 'A - 1 Professional Trainers', New Delhi. Company invested lakhs of rupees in this venture. The training program was a continuous program throughout the year. At the end of the year company could not find any major decline in the percentage of complaints. So, company was in dilemma that, whether to continue the training program or not, and decided to conduct training audit. You are appointed to conduct the training audit, through following way.

Questions:

- i) Design the supporting questionnaire to conduct training audit at organizational level. **4**
- ii) Design the supporting questionnaire to conduct training to evaluate training material. **5**
- iii) Design the supporting questionnaire to conduct training audit for overall training program. **5**

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- b) You are required to conduct a training program for school going students. How will you make a learning, more joyful? **7**

OR

- c) What is training climate? Discuss different factors supporting and not supporting the training climate. **7**

- d) Surya management. Institute wants to conduct a training program to improve the students. The college has B.B.A. and MBA courses. You are required to develop 2 – day training program for the students. Design the training module for this purpose. **7**

3. a) Explain in brief training functions. **7**

- b) Ramesh has joined his first job after doing MBA. For his own development he wishes to conduct action research. As HR manager, how will you help Mr. Ramesh? **7**

OR

- c) Discuss the role of training in achieving, organisational objectives. **7**

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- d) In a medium scale industry, most of the workers are HSSC or ITI qualified. Company decided to provide training to workers to improve their performance. You are asked to do training need assessment? How will you do it? **7**

SECTION – C

4. a) Discuss the importance of orientation or Induction training to an organization. **7**

- b) Discuss the importance of coaching as the on the job training method. **7**

OR

- c) How training for promotion is different from other types of training? Explain. **7**

- d) Discuss any four training aids which help the trainer to deliver successful training. **7**

SECTION – D

5. Reliance communications had recruited 200 employees at Hyderabad unit before five years. Due to technological changes company has to make the procedural and operative changes for different jobs in the company. But, company has identified that there is a continuous rise in complaints about the quality of products and services.

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