

AT-1428

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 right indicate marks.

SECTION—A

1. (A) What is meant by training evaluation ? Identify and choose outcomes to evaluate a training program. 14

OR

- (B) What is training audit ? Discuss objectives of training audit, its scope and usefulness in the development of organization. 14

SECTION—B

2. (A) What is the relationship between organizational objectives and training ? Discuss its effect on organizational development. 7
- (B) In a small scale industry, a training program is decided to be conducted for class four employees. The maximum education of the employees is twelve standard. You are required to conduct personal need analysis. How will you do it ? 7

OR

- (C) Discuss the advantages and disadvantages of the interview and questionnaire as the need assessment techniques. 7
- (D) You have just entered into professional training business. For your own development conduct inquiry based research i.e. action research to evaluate your existing practices. Take the help of Kurt Lewin's action research to discuss the steps you will take. 7

3. (A) What is training climate ? Discuss the essentials of good training climate. 7
- (B) You have to conduct training and eighteen staff members on 'Quality Assurance Awareness'. You receive the list of participants and their positions. You found there is a considerable diversity within the group which includes very senior staff members and several junior ones. When participants arrive, the women sit separately and the younger staff was showing great respect for the older and before asking any question they were looking at their seniors.
- Is the training climate in the room very supportive ? How will you improve it ? 7

OR

- (C) Discuss the various principles of learning. 7
- (D) Modular approach of learning is the recent development in the curriculum designing. IIMs and IITs also using this approach to curriculum design. If you are asked to design a training module for school going students, what are the important points to be kept into consideration ? Discuss. 7

SECTION—C

4. (A) Discuss the apprenticeship training and internship training in detail. 7
- (B) What is vestibule training ? For what types of jobs is it used ? Discuss. 7

OR

- (C) What are training aids ? Discuss the purpose of using training aids. 7
- (D) How do the trainers make a choice out of various training methods available to them ? Discuss. 7

SECTION—D

5. Mr. Suresh joined the railway five years back when he was twenty-one years old. He proved himself as an efficient steam engine driver. He bagged the Railway Minister's best driver award. He was asked to undergo training in diesel engine driving due to massive dieselization in south central railway. But Mr. Suresh was reluctant to take up training. The head of the loco staff was quite surprised to know the reluctance of Mr. Suresh when a number of drivers of steam engine have volunteered themselves to undergo training in diesel engine driver.

Questions :

- (1) Identify the question in the case. 7
- (2) Suggest the strategy to overcome the problem. How will you do it ? Discuss. 7