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4th Semester MBA

END SEMESTER EXAMINATION- May 2019

PAPER CODE: MGH-08

PAPER-Training and Development

Time: 3:00 Hours

Max. Marks: 60

All Questions are compulsory.

1. Comment on following real life business problems. (6*5=30 Marks)
 - a) Assume that you have to prepare older employees with little computer experience to attend a training program on use of internet. How will you ensure their high level readiness for training? How will you determine their readiness for training?
 - b) Assume that you are training a group of employees to repair a loose wire in an electrical socket. After demonstrating the procedure, you let the trainee to do it. Trainee correctly demonstrate the process and repairs the connection in first attempt. Has learning occurred?
 - c) There is an increase in number of complaints by various departments regarding delays in filling up of vacancies: Long recruitment cycle. You as the head of the department want to identify the reason for this issue. Identify the dimensions that you would explore in order to nip the problem being expressed.
 - d) Assume that you are working as Training Manager in a manufacturing company. Management has significantly reduced the training budget for the year. Discuss how would you utilize the technology-based training methods to address the issue of resource constraint.
 - e) A company has recently hired 100 young employees to head its 100 branches. These branches are already manned by employees in their late forties and fifties. As head of Learning and Development department, what type of management development program will

you introduce to help young recruits to gain acceptance and appreciation of more experienced and aged employees.

2. '*Assessment of training need is the first and most important step in designing a training program*'. Elaborate the statement? How e-learning is poised to revolutionize the domain of training and development in India.
(3+7=10 Marks)

3. Why should we consider age and generational differences as part of need assessment? Discuss the relevance of self-efficacy in training need assessment.
(5+5=10 Marks)

4. Discuss various models of training and development. Discuss significance of pre-training preparation for trainer and trainee both.
(6+4=10 Marks)