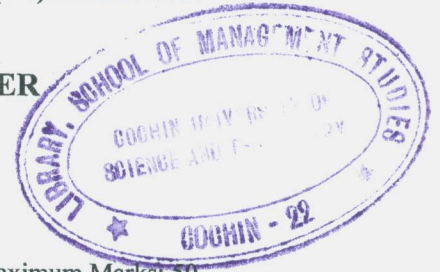


**MBA (TRAVEL AND TOURISM) DEGREE III SEMESTER  
EXAMINATION DECEMBER 2013**

**SMT 2309 MANAGEMENT TRAINING AND DEVELOPMENT  
(2012 Admission)**

Time: 3 Hours

Maximum Marks: 50



**PART A**  
(Answer *ALL* questions)

(5 × 2 = 10)

- I. What is training?
- II. Write the difference between training and education.
- III. What is training climate?
- IV. Define organisational development.
- V. What is knowledge management?

**PART B**  
(Answer *ANY FIVE* questions)

(5 × 4 = 20)

- VI. How organisations assess the training need of employees?
- VII. Explain the term training need analysis (TNA).
- VIII. What are the merits and demerits of apprenticeship training?
- IX. What are the steps involved in implementing an O.D programme?
- X. Write a note on emerging trends in training and development.
- XI. What are the characteristics of knowledge intensive organisations?
- XII. Describe the factors influencing executive development.

**PART C**  
(Answer *ANY TWO* questions)

(2 × 10 = 20)

- XIII. Do you agree that management development is essentially a part of effective personnel policy? Give reasons.
- XIV. "Skills can be imparted, knowledge may be gained but attitudes once hardened cannot be changed". As a trainer how would you react to this statement keeping in view the recent developments in behavioural science?
- XV. Ms. Tara works in the accounts section of a large departmental store. Her supervisor has found a large number of mistakes in a random check of the accounts she is responsible for and her overall output of work is lower than the department standard.
  - (i) How can the supervisor know whether this poor work is due to inadequate training or other causes?
  - (ii) If this investigation discloses inadequate training, how should the supervisor introduce remedial training.