

Reg. No.

MBA Degree (PT) V Semester End University Examination- November, 2023
21-372-0543: TRAINING AND DEVELOPMENT
 (Regular & Supplementary)

Time: 3 Hours

Max Marks: 50

Course Outcomes: On completion of the course, the student will be able to:-

CO1	Facilitate the student in remembering fundamental concepts related to learning and development such as training need analysis, training design, training development and training evaluation
CO2	Empower the students to understand complex ideas in training and development to make them ready for application in real life business scenarios.
CO3	Build application skills in different training and development strategies to build a future ready, competent and diverse workforce
CO4	Provide the skills to analyze and identify various training and development related issues affecting day to day business faced by the organization and solve them.
CO5	To help the students in developing the skill to assess the impact of relevant training and development interventions that facilitate futuristic business strategies.
CO6	Create inventive ways to develop and share innovative training and development strategies for future business enhancement.

BL – Bloom's Taxonomy (L1- Remember, L2 - Understand, L3 - Apply, L4-Analyse, L5-Evaluate, and L6-Create)

PART A

(Answer ALL questions. Each question carries 2 marks)

Q. Nos.	Questions	Marks	BL	CO
1.	Summarize the pros and cons of Vestibule Training	2	2	1
2.	What do vanity metrics in learning and development mean? Provide examples.	2	2	2
3.	Who are the key stakeholders in "Transfer of Training"	2	1	2
4.	Which of the following is an example of a good Training objective and why? a. Students will learn the programming language, Python. b. Students will use the programming language, Python, to complete a data mining analysis.	2	3	2
5.	List the five levels of training evaluation as per Phillip's model.	2	1	1

(5x2=10 marks)

PART B

(Answer ANY FIVE. Each question carries 4 marks)

Q. Nos.	Questions	Marks	BL	CO
6.	Explain how the ADDIE model promotes a systematic approach to Training.	4	2	3
7.	“Trainers must always be skilled, organized and well-prepared for training delivery”. Discuss some of the key qualities of a professional trainer.	4	4	5
8.	Why should organization have training evaluation? Critically examine any two evaluation designs	4	4	5
9.	Examine the importance of clearly defined learning objectives in training design. How do these objectives guide the selection of instructional methods and assessment strategies?	4	4	5
10.	University of Delawas, a university that offers Undergraduate and postgraduate programs in arts and commerce wants to train its teachers on ICT enabled tools such as MOODLE, Google classroom & SIM Labs. MOODLE & Google classroom tools are useful platforms to share all learning resources, videos, webpages etc. It also supports a range of media to present or link to learning materials, support the students and to assess their learning. It also enables automated assessment in the form of quiz, and gives immediate detailed feedback to the students. SIM Labs is a tool that provides simulation for experiential learning. a) What training methods would you suggest for the teachers? Why? b) What are the outcomes that you expect as a result of the training?	4	5	6
11.	Is ‘Transfer of Training’ important in organisations? Identify the major theories of Transfer of training.	4	3	3
12.	The Learning and Development Industry in organisations witnessed significant transformation during the past decade. Explain a few of the new job roles that have emerged in learning and development area.	4	4	6

(5x4=20marks)

PART C
(Answer ANY TWO. Each question carries 10 marks)

Q. Nos.	Questions	Marks	BL	CO
13.	<p>Glowmind consulting is an HR Consultancy firm that does training programs for MBA students for skill development. Recently they did a pre-placement training for the final semester students. The pre-placement training package is of 50 hours and consists of a complete package required to face campus recruitment drive. The different modules covered are quantitative aptitude, logical & analytical reasoning, communication skills, group discussion and personal interview. The placement coordinator wants to evaluate the effectiveness of the training done.</p> <p>Suggest a suitable evaluation method to ascertain the effectiveness of the pre-placement training using a suitable evaluation model. Justify your answer for the methods chosen</p>	10	6	6
14.	<p>Imagine that you are the training manager and has been asked to do a training need analysis (TNA) for newly hired customer sales executives of your airlines. Customer service in airline industry refers to the interaction between the airline staff and passengers aimed at ensuring a pleasant and hassle free travel experience. It encompasses various touch points such as reservations check-in, boarding, inflight services, and customer complaint resolutions. The airline aims to provide exceptional customer service to enhance the passenger satisfaction, encourage loyalty, and differentiate them in the market.</p> <p>How will you proceed with the TNA and what pertinent data would you collect to do the TNA?</p>	10	4	5
15.	<p>Compile the recent trends in the leadership and management development programs.</p>	10	5	6

(2x10=20 marks)
