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MBAS 510

**III Semester M.B.A. Degree Examination,
November/December 2019**

BUSINESS ADMINISTRATION

Training and Development

Time : 3 Hours]

[Max. Marks : 70

SECTION - A

(Compulsory)

Answer to the question should not exceed **six** pages: **(1 × 15 = 15)**

1. "Training, education, learning and development are the basic components of HRD". Give a comparative analysis.

SECTION - B

Answer **any five**, each question carries **eight** marks. Answer to the question should not exceed **five** pages: **(5 × 8 = 40)**

2. What are the various methods of determining training needs?
3. Explain facilitation of learning focus on Trainee and Training Design.
4. What are the teaching aids for effective training? Describe.
5. Explain the types of training evaluation instruments.
6. Explain operational and personal analysis as determinants of training needs.
7. How to measure ROI of training program? Explain with a suitable model.
8. What is the need and importance of competency based management training?
9. Bring out the evolution of MDP in India.

**SECTION - C****(Compulsory)**

Answer to the question should not exceed **six** pages: **(1 × 15 = 15)**

10. Analyse the following case:

Rajat Sharma has been employed for six months in the accounts section of a large manufacturing company in Faridabad. You have been his supervisor for the past three months. Recently you have been asked by the management to find out the contributions of each employee in the Accounts Section and monitor carefully whether they are meeting the standards set by you. A few days back you have completed your formal investigation and with the exception of Rajat, all seem to be meeting the targets set by you. Along with numerous errors, Rajat's work is characterized by low performance – often he does 20 percent less than the other clerks in the department. As you look into Rajat's performance review sheets again, you begin to wonder whether some sort of remedial training is needed for people like him.

Questions:

- (a) As Rajat's supervisor can you find out whether the poor performance is due to poor training or to some other cause?
- (b) If you find Rajat has been inadequately trained, how do you go about introducing a remedial training programme?
- (c) If he has been with the company six months, what kind of remedial programme would be best?
- (d) Should you supervise him more closely? Can you do this without making it obvious to him and his co-workers?
- (e) Should you discuss the situation with Rajat?