

C 43481

(Pages : 2)

Name.....

Reg. No.....

FOURTH SEMESTER M.B.A. DEGREE EXAMINATION, JULY 2023

M.B.A. (CUCSS)

BUS 4EH 05—MANAGEMENT OF TRAINING AND DEVELOPMENT

(2016 Scheme)

Time : Three Hours

Maximum : 36 Weightage

Part A*Answer all questions.**Each question carries 1 weightage.*

1. Why is training and development required for an organization ?
2. Define Learning.
3. What is Organizational Analysis ?
4. What do you mean by a Lesson Plan ?
5. What are the main components of Attitude ?
6. What do you mean by Synergy ?

(6 × 1 = 6 weightage)

Part B*Answer any four questions.**Each question carries 3 weightage.*

7. Describe the role of Training Professionals.
8. Elaborate on the implications of the strategies for training.
9. Explain the Reinforcement Theory.
10. Discuss how knowledge can be managed in an organisation.
11. Describe the types of costs in Training Programs.
12. Explain the significance of Training Communication.

(4 × 3 = 12 weightage)

Turn over

Part C

*Answer any **three** questions.
Each question carries 4 weightage.*

13. Differentiate between Training and Development.
14. Elaborate on David Kolb's Learning Style Model.
15. Explain the process of TNA.
16. Discuss the methods of data collection for Training Evaluation.
17. Outline and explain the various models of Management Development.

(3 × 4 = 12 weightage)

Part D

Compulsory question.

18. Case :

Willows International Bank is a multinational bank having many branches across the country. The Bank has a philosophy of continuous training for its employees which includes the practice of preparing various E-learning Modules and making it available for the employees through the official employee website. It is mandatory that every employee has to complete the required man-hour credit of the E-learning Modules. Most of the employees hate the E-learning program and tries to apply cheating strategies to beat the program. Moreover, it has been noticed that employees simply clicks on the web pages and completes the program without learning after which another employee who is an expert in that area takes the test for them. This enables the employees to complete the test without much trouble. The result is that, even though these employees complete their mandatory credits, their knowledge level does not improve.

Questions :

- 1 Do you think Willows International Bank's strategy for E-learning is inappropriate? Justify your answer.
- 2 Suggest mechanisms whereby the bank can ensure that proper learning takes place within the employees.

(1 × 6 = 6 weightage)