

**M.B.A. DEGREE EXAMINATIONS: NOVEMBER 2009**

Fourth Trimester

**P07BA422 TRAINING AND DEVELOPMENT**

**Time: Three Hours**

**Maximum Marks: 100**

**Answer ALL Questions:-**

**PART A (1 x 20 = 20 Marks)**

1. Direc2U is a mid-sized direct selling organization. Rakesh Sharma (Sharma), the training manager at the company realized the need for a training intervention for line managers as he felt that despite a contemporary training program, the sales force was unable to internalize the training due to lack of support from the line managers in the field. But the CEO of Direc2U was not supportive of the initiative as he saw no value in this program. Moreover, as the company was going through a tough phase he also wanted to cut the training budget further. Sharma had to find ways to involve the line managers in sales training and also find ways to link training to the bottom line results.

Suggest to CEO assuming that you are Mr.Sharma the important issues and challenges in ascertaining the ROI of training and its intervention in organizational development.

**PART B (10 x 2 = 20 Marks)**

2. What Is Human Resource Development (HRD)?
3. Explain the term Training?
4. Explain OJT (On the Job Training)
5. What do you mean by Needs Assessment Methods?
6. What do you mean by Training Needs Analysis?
7. Define Vestibule training.
8. Define Training matrix.
9. What do you mean by Web-based Training (WBT)
10. Define the term competency?
11. What do you mean by delivery of training?

**PART C (4 x 15 = 60 Marks)**

- 12 (a) What are the objectives of Training Programmes?  
(OR)  
(b) How does training benefit an organization?
- 13 (a) Explain the various types of Training need analysis?  
(OR)  
(b) Discuss the steps involved in conducting Need assessment in a systematic way.
- 14 (a) Explain the qualities of course content. What efforts need to be put in the planning process of a good course design?  
(OR)  
(b) “Is training an investment or cost to business and organization?” Explain.
- 15 (a) Explain the role of HRD Professionals in Training.  
(OR)  
(b) Explain the methods of Training?

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