

C 23656

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Name.....

Reg. No.....

FOURTH SEMESTER M.B.A. DEGREE EXAMINATION, JUNE 2017

(CUCSS)

Human Resource Management

BUS 4E H04—MANAGEMENT OF TRAINING AND DEVELOPMENT

(2013 Admissions)

Time : Three Hours

Maximum : 36 Weightage

Part A

Answer all the questions.

Each question carries 1 weightage.

1. What is HRD ? Explain the meaning and significance of HRD.
2. What is counseling ?
3. Describe presentation skills required for trainers.
4. Distinguish between the terms training and development.
5. Explain the difference between pedagogy and andragogy.
6. Name the various sources of data which can be used for training needs analysis.

(6 × 1 = 6 weightage)

Part B

Answer any six questions.

Each question carries 3 weightage.

7. What is counseling process ? Describe the various types of counseling ?
8. Explain the major challenges involved in training implementation.
9. Describe the four step model of Charles Allen and seven step model of Michel kane in OJT.
10. Explain the three major types of on the job training.
11. What is learning objectives ? List and explain its three components.

Turn over

12. What is the contribution of Donald Kirkpatrick to training evaluation ? Explain his four level model of training evaluation.
13. Explain the process of executive coaching.
14. What are the different types of training ? Discuss each one in detail.

(6 × 3 = 18 weightage)

Part C

Answer any two questions.

Each question carries 6 weightage.

15. Explain the major challenges in training implementation.
16. Why is Jack Phillips significant in training evaluation ? Suggest parameters that you would like to use for calculating ROI for leadership development programme.
17. Job support is not training. Discuss.

(2 × 6 = 12 weightage)