

D 105261

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Name.....

Reg. No.....

**FOURTH SEMESTER M.B.A. DEGREE EXAMINATION, JULY 2024**

(CUCSS)

M.B.A.

BUS4EH05—MANAGEMENT OF TRAINING AND DEVELOPMENT

(2016 Scheme)

Time : Three Hours

Maximum : 36 Weightage

**Part A***Write short notes on **all** the questions.**Each question carries 1 weightage.*

1. Define training.
2. What is TQM ?
3. What is organization analysis ?
4. What is training aid ?
5. Define systems model.
6. Define management development.

(6 × 1 = 6 weightage)

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

7. Explain various objectives of training and development.
8. Differentiate between Growth and Development.
9. Write a note on Cost and benefit analysis in training
10. What is the process involved in ice breaking training programme ?
11. List the objectives of training need analysis.
12. List out steps to be taken for effective design of training programs.

(4 × 3 = 12 weightage)

**Turn over**

**Part C**

Answer any **three** questions.

Each question carries 4 weightage.

13. Choice of a training method is matter of experience, Competence and judgment of the trainer. Discuss.
14. Define Training. Discuss the various methods of training.
15. Explain the role and applications of various audio visual aids in training programme.
16. Discuss the theories of learning and its applications in designing training.
17. Training benefits the individual and organization. Discuss.

(3 × 4 = 12 weightage)

**Part D (Compulsory Question).**

18. *Case :*

On Monday morning Nageshwar Rao, A recent recruit from a reputed management institute in Hyderabad walked into the sale office at Chennai as a new sales trainee. Siddiqui, the zonal sales Manager for a larger finance firm was there to greet him. Siddiqui's job consisted of overseeing the work of sales "officers, field executive and trainee sales persons numbering over 50 of three areas namely Hyderabad, Banglore and Trivandrum. The Recur of bad debts in his area was highly of satisfactory, especially in recent years, thanks to the developmental initiatives taken by respective Bank in spreading Financial credit cards in offices, schools, colleges, banks and other institutions. Siddiqui had collected several sales reports, catalogues and pamphlets describing in detail the type of credit cards sold by the Bank. After a pleasant chat about their backgrounds, Siddiqui gave Nageshwar Rao the collected material and showed him to his assigneddesk.

Thereafter Siddiqui excused himself and did not return. Nageshwar Rao spent the whole day scanning the report, at 5 : 00 P.M. picked up his things, and wends thome.

Questions :

- (a) What do you think about Siddiqui's training programme ?
- (b) What method of training would have been best under the circumstances ?

(6 weightage)