

C 1042

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Name.....

Reg. No.....

**SIXTH SEMESTER B.Com./B.B.A. DEGREE EXAMINATION
MARCH 2021**

(CUCBCSS—UG)

B.B.A.

**BBA VIB 15—MANAGEMENT TRAINING AND DEVELOPMENT
(Human Resource Management Specialisation)**

Time : Three Hours

Maximum : 80 Marks

Section A (Objective Questions)

Answer all questions.

Each question carries 1 mark.

Choose the correct answer.

1. Which of the following helps the employee to improve their efficiency ?
 - (a) Development.
 - (b) Training.
 - (c) Promotion.
 - (d) Transfer.
2. Functions of human resource development are ————
 - (a) Development functions.
 - (b) Maintenance functions.
 - (c) Control functions.
 - (d) All the above.
3. Competencies of human resource development are ————.
 - (a) Training and development.
 - (b) Career Planning.
 - (c) Empowerment.
 - (d) All the above.
4. Training occurs as a result of ————.
 - (a) Instruction.
 - (b) Education.
 - (c) Development.
 - (d) All of the above.
5. The basket training method means.
 - (a) Development of decision skills.
 - (b) Development of institute.
 - (c) Development of resources.
 - (d) Development of production.

Turn over

Fill in the blanks :

6. _____ is the formal and systematic modification of behaviour through learning.
7. _____ is widely used for human relations and leadership training.
8. _____ method creates a situation that is as far as possible a replica of the real situation for imparting training.
9. _____ is a comprehensive management process focussing on the continuous improvement of organisational activities to enhance the quality of goods and services supplied.
10. Vestibule training is provided by _____.

(10 × 1 = 10 marks)

Section B (Short Answer Questions)

Answer at least five questions.

Each question carries 4 marks.

All questions can be attended.

Overall Ceiling 20.

11. What is sensitivity training ?
12. What are management games ?
13. What is transactional analysis?
14. What do you mean by evaluation of training ?
15. Define development.
16. What do you mean by "Choo" model ?
17. What do you mean by off-the-job training ?
18. What do you mean by position rotation ?
19. What do you mean by attitude ?
20. What is role playing ?

(5 × 4 = 20 marks)

Section C (Short Essay Questions)

*Answer at least four questions.
Each question carries 8 marks.
All questions can be attended.
Overall Ceiling 32.*

21. Briefly explain the steps of management development programme.
22. What are the challenges in training managers ?
23. What is the importance of management development ?
24. What are the stages of learning process ?
25. What are the benefits of communication training ?
26. What are the fundamentals of total quality management ?
27. Explain the technical competencies required for training managers.
28. Briefly explain the typical areas of employee training.

(4 × 8 = 32 marks)

Section D (Essay Questions)

*Answer any one question.
Each question carries 18 marks.*

29. Discuss various methods and techniques used in the training of employees in an industrial concern.
30. What is management development ? What are the methods and techniques of management development ?
31. Explain the factors contributing to effectiveness of training.

(1 × 18 = 18 marks)

