



## P.E.S. College of Engineering, Mandya - 571 401

(An Autonomous Institution affiliated to VTU, Belagavi)

**Fourth Semester, Master of Business Administration (MBA)**

**Semester End Examination; July / Aug. - 2022**

**Training and Development**

Time: 3 hrs

Max. Marks: 100

### Course Outcomes

The Students will be able to:

CO1: Demonstrate their conceptual skill in understanding benefits of training, training need assessment and compare training and development.

CO2: Demonstrate conceptual skills and applications of designing training programme presentations.

CO3: To discuss various training techniques and audio visual enhancements helpful in making training programme effective and apply them in their seminar presentations.

CO4: To throw light on training program implementation, facilities management and approaches to evaluation and audit of training program.

CO5: To apprise the students on the application oriented case studies in the field of Training and Development.

**Note:** Answer all **FOUR** full questions from **PART - A** and **PART - B** (Case Study) is compulsory.

| Q. No.          | Questions   | Marks | BLs | COs | POs |
|-----------------|---|-------|-----|-----|-----|
| <b>PART - A</b> |   |       |     |     |     |
| 1 a.            | Explain the importance of training.   | 10    | L2  | CO1 | PO3 |
| b.              | Explain the techniques of training need analysis.   | 10    | L3  | CO1 | PO4 |
| <b>OR</b>       |   |       |     |     |     |
| 2 a.            | Explain the factors to be considered while designing a training program.  | 10    | L2  | CO1 | PO3 |
| b.              | Write a note on problems associated with evaluation of training.  | 10    | L2  | CO1 | PO3 |
| 3 a.            | Explain any two theories of learning.   | 10    | L3  | CO2 | PO4 |
| b.              | Write a note on principles of learning process.   | 10    | L2  | CO2 | PO3 |
| <b>OR</b>       |   |       |     |     |     |
| 4 a.            | Design a soft skill training program for newly employed IT employees.   | 10    | L2  | CO2 | PO3 |
| b.              | Briefly explain the steps involved in the process of training.  | 10    | L2  | CO2 | PO3 |
| 5 a.            | Explain the advantages and disadvantages of lecture method as a technique of training.  | 10    | L2  | CO3 | PO4 |
| b.              | Point out the differences between on the job and off the job training substantiates your answer to support whether on the job training is effective or not. | 10    | L3  | CO3 | PO3 |
| <b>OR</b>       |   |       |     |     |     |
| 6 a.            | Explain the stages involved in designing the training.  | 10    | L2  | CO3 | PO4 |
| b.              | Explain out bound learning method and computer based training.  | 10    | L2  | CO3 | PO4 |
| 7 a.            | Sketch the factors influencing the success of training.   | 10    | L3  | CO4 | PO4 |
| b.              | What are the qualities of an effective trainer?   | 10    | L3  | CO4 | PO4 |

**OR**

Contd...2

- |      |   |    |    |     |     |
|------|---|----|----|-----|-----|
| 8 a. | Explain the advantages and disadvantages of outsourcing the training.         | 10 | L4 | CO4 | PO3 |
| b.   | What is meant by feed back sensitivity what are the function of feedback are? | 10 | L4 | CO4 | PO3 |

### PART - B (Case Study) Compulsory

9. Nestle is worlds, leading food company, with a 135 year history and operates in all countries. Virtually. Nestle is a global organization comprised of many nationalities, religions and ethnic background. Nestle has a unifying corporate culture. Learning is an integral part of Nestle's is culture. The HR policy of Nestle encompasses the guidelines for effective human resource management and development. The policy deals with recruitment, remuneration training and development. Training programs at Nestle, include guiding apprenticeship leadership training, local training and such other. In the recent years, nestle has come up with international training. A centre for international training is located at Switzerland.

#### Questions

- |    |   |    |    |     |     |
|----|---|----|----|-----|-----|
| a. | Comment on the training policy of Nestle.   | 5  | L3 | CO5 | PO4 |
| b. | Suggest the contents which can be included in international training of Nestle company. | 10 | L2 | CO5 | PO4 |
| c. | Substantiate your opinion for having a tailor-made training policy at Nestle.           | 5  | L3 | CO5 | PO5 |

\* \* \* \*