60 MARKS
EACH QUESTION 1 MARK

TRAINING & DEVELOPMENT

1. _____ refers to the learning opportunities designed to help employees grow
    a. Training
    b. Development
    c. Education
    d. All of the above

2. **How does training and development offer competitive advantage to an organization**
    a. Removing performance decencies
    b. Deficiency is caused by a lack of ability
    c. Individuals have the aptitude and motivation to learn
    d. None of the above

3. **Which of the following is a benefit of employee training?**
    a. Improves morale
    b. Helps people identify with organizational goals
    c. Provides a good climate for learning, growth and co - ordination
    d. None of the above

4. **Choose which of the following is a benefit to the individual while receiving training**
    a. Creates an appropriate climate for growth, communication
    b. Aids in increasing productivity and/ or quality of work
    c. Satisfies a personal needs of the trainer
    d. None of the above

5. **Which of this is a step in training process?**
    a. KSA deficiency
    b. Provide proper feedback
    c. Obstacles in the system
    d. Use of evaluation models

6. **Which of the following is a method used in group or organizational training needs assessment**
    a. Consideration of current and projected changes
    b. Rating scales
    c. Interviews
    d. Questionnaires

7. _____ seeks to examine the goals of the organization and the trends that are likely to affect these goals
    a. Organizational Support
    b. Organizational analysis
    c. Person analysis
    d. Key skill abilities analysis

8. **Which of these is the benefit of needs assessment?**
    a. Assessment makes training department more accountable
    b. Higher training costs
    c. Loss of business
    d. Increased overtime working

9. **Rearrange the steps in training programme.**
    A. What should be the level of training?
    B. What principles of learning
    C. Who are the trainees?
    D. What methods and techniques?
    E. Where to conduct the programme?
    F. Who are the trainers?

    a. ABCDEF
    b. DECAFB
    c. CADFBE
    d. CFDABE

10. **Which of these is an off - the - job training method?**
    a. **Television**
    b. Job rotation
    c. Orientation training
    d. Coaching

11. **State true or false.**

I. Vestibule training utilizes equipment which closely resemble the actual ones used on the job.
    a. **True**
    b. False

12. **Match the following techniques of**

    training with their correct description 1.

    Tag Teams --------- A. Games to get team

    members know each other

    2. Outward - bound training ----- B. Games to test ability to plan ahead

    3. Mirroring ------ C. Training with an external perspective

    4. Strategic planners ----- D. Adventure sports for teams

    5. Ice breakers ----- E. one role played alternately by two participants
    a. **1-E,2-D,3-C,4-B,5-A**
    b. 1-A,2-D,3-E,4-C,5-B
    c. 1-D,2-A,3-C,4-E,5-B
    d. 1-C,2-D,3-B,4-A,5-E

13. **Which of the following is a learning principle?**
    a. Recognition of individual differences
    b. Schedules of learning
    c. Transfer of learning
    d. **All of the above**

14. **Which of the following is a technique of evaluation?**
    a. **Longitudinal or time - series analysis**
    b. Transfer validity
    c. Inter - organizational validity
    d. None of the above

15. **Which of these is a hindrance to effective training?**
    a. Career planning workshop
    b. **Aggregate spending on training is inadequate**
    c. Mentoring
    d. Career counseling

16. _____ **is a lifetime investment. It tends to be initiated by a person in the area of his/her interest.**
    a. Training
    b. **Education**
    c. Development
    d. Career counseling

17. _____ Methods of training in which a person learns a job by actually doing/performing it. A person works on a job and learns and develops expertise at the same time
    a. Training
    b. Education
    c. Off-the-Job
    d. **On-the-Job**

18. The teams discuss and analyze the problem and arrive at decisions. Generally, issues related with inventories, sales, R&D, production process, etc. are taken up for consideration. Which is the methods
    a. Sensitivity (T-group) training
    b. Multiple management
    c. In basket exercise
    d. **Business games**

19. _____ a small group of trainees consisting of 10 to 12 persons is formed which meets in an unstructured situation. There is no set agenda or schedule or plan

    a. **Sensitivity (T-group) training**
    b. Multiple management
    c. In basket exercise
    d. Business games

20. The following is (are) the benefit(s) of training
    (a) increased productivity
    (b) reduced accidents
    (c) reduced supervision
    (d) **all of the above**

21. The following is not a on the job training method
    (a) understudies
    (b) job rotation
    (c) management by objectives (MBO)
    (d) **case study method**

22. _____refers to comparing the training's monetary benefits with the cost of the training.
    (a) **ROI -Return on investment**
    (b) Determining Costs
    (c) Determining Benefits
    (d) C&B -Cost and benefit analysis

23. The basic theme of _____theories is that when an act produces satisfaction, it will be associated with a particular situation and probably will be repeated when the situation arises again
    (a) **Connectionist theories**
    (b) Cognitist theories
    (c) learning process
    (d) Stimulus

24. _____ is something that initiates action
    (a) Reinforcement
    (b) Cognitist theories
    (c) learning process
    (d) **Stimulus**

25. _____ is the art and science of teaching children.
    (a) **Pedagogy**
    (b) Adult Learning
    (c) learning process
    (d) Learning Curve

26. _____ is the degree to which trainees are able to learn and apply the knowledge and skills acquired during the program
    (a) **Training effectiveness**
    (b) Training
    (c) Training Evaluation
    (d) Training Skills

27   The following criteria is not used to measure the effectiveness of training
  (a)   Reactions
  (b)   Learning
  (c)   Behavior
  (d)   Evaluation

28.   **which is not the Training Evaluation Techniques**
  (a)   Post-course assessments
  (b)   Management briefing
  (c)   Questionnaires
  (d)   Job rotation

29 _____ the theory of adult learning
  a)   Andragogy
  b)   Pedagogy
  c)   Reactions
  d)   Learning

30. _____ is the drive that maintains the process of reinforcement.
  a)   Motivation
  b)   Cognitist
  c)   Stimulus
  d)   Reinforcement

31 _____theory believes in latent or collateral learning i.e. the formulation of enduring attitudes, likes and dislikes, in addition to learning in order to acquire a particular skill.
  a)   Connectionist
  b)   Cognitist
  c)   Stimulus
  d)   Reinforcement

32 _____ is something that initiates action
  a)   Connectionist
  b)   Cognitist
  c)   Stimulus
  d)   Reinforcement

33   _____ is the use of technology to enhance and extend employees' abilities to work together regardless of their geo-graphic proximity.
  a)   Digital collaboration
  b)   Multimedia
  c)   Online Learning
  d)   Blended learning

34   _____ combines audiovisual training methods with computer-based training.
  a)   Digital collaboration
  b)   Multimedia training
  c)   Online Learning
  d)   Blended learning

35   _____ is an interactive training experience in which the computer provides the learning stimulus, the trainee must respond, and the computer analyze the responses and provide feedback to the trainee.
  a)   Digital collaboration
  b)   Multimedia training
  c)   Online Learning
  d)   Computer-based training (CBT)

36   _____combines the advantages of video and computer-based instruction.
  a)   Interactive video
  a)   Digital collaboration
  b)   Multimedia training
  c)   Online Learning

37   WWW stands for _____
a)   World Wide Webinar
b)   Width Wide Web
c)   World Wide Web
d)   World Wide Website

38   _____ includes Web-based training, distance learning, and virtual classrooms; it may involve a CD-ROM.
a)   Online learning
b)   URL
c)   Interactive video
d)   Multimedia training

39   _____refers to training that is delivered on public or private computer networks and displayed by a Web browser.
a)   Internet-based or Web-based
b)   Intranet-based
c)   Multimedia training
d)   Online Learning

40   _____ training refers to training that uses the company's own computer network
a)   Internet-based or Web-based
b)   Intranet-based
c)   Multimedia training
d)   Online Learning

41   ITS stands for _____
a)   Intelligent tutoring systems
b)   Intelligent tutor systems
c)   Intellectual tutoring systems
d)   Intel tutoring systems

42   _____refers to synchronous exchange of audio, video, and/or text between two or more individuals or groups at two or more locations.
a)   Teleconferencing
b)   Distance learning
c)   Intellectual tutoring systems
d)   Intel tutoring systems

43   _____ is used by geographically dispersed companies to provide information about new products, policies, or procedures as well as deliver skills training and expert lectures to field locations.
a)   Teleconferencing
b)   Distance learning
c)   Intellectual tutoring systems
d)   Intel tutoring systems

44   _____refer to technology (usually software) that organizes and applies the knowledge of human experts to specific problems.
a)   Expert systems
b)   Groupware
c)   Electronic support systems
d)   Intel tutoring systems

45   _____ system combines such elements as e-mail, document management, and an electronic bulletin board.
a)   Expert systems
b)   Groupware
c)   Electronic support systems
d)   Intel tutoring systems

46 _____is an electronic infrastructure that captures, stores, and distributes individual and corporate knowledge assets throughout an organization to enable individuals to achieve required levels of performance in the fastest possible time and with a minimum of support from other people.
   a) Expert systems
   b) Groupware
   c) Electronic Performance Support Systems
   d) Intel tutoring systems

47 _____ uses a conventional personal computer to create an automated phone response system.
   a) Interactive voice technology
   b) Groupware
   c) Electronic Performance Support Systems
   d) Intel tutoring systems

48 _____ refers to scanning documents, storing them electronically, and retrieving them.
   a) Imaging
   b) Groupware
   c) Electronic Performance Support Systems
   d) Intel tutoring systems

49 _____ can be used to track information related to training administration (e.g., course enrollments, tuition reimbursement summaries, and training costs), employee skills, employees' training activities, online learning, and transfer of training. Important database elements for training administration include training courses completed, certified skills, and educational experience.
   a) Training software applications
   b) Imaging
   c) Groupware
   d) Electronic Performance Support Systems

50 _____ refers to comparing the training's monetary benefits with the cost of the training.
   a) Return on investment (ROI)
   b) Training Quality Index (TQI)
   c) Multimedia training
   d) Online Learning

51 _____ helps trainers assess performance on two dimensions simultaneously.
   a) Repertory grids
   b) Surveys
   c) Trainer interviews
   d) Trainer-observed behavior

52 _____ is an ideal way of measuring learning is to measure it before (i.e. at the start of a programme) and then to measure the same set of knowledge when it is over.
   a) Surveys
   b) Trainer interviews
   c) Trainer-observed behavior
   d) Pre- and post-course tests

53 Which of the following is a not Herbartian step?
   a) Preparation
   b) Presentation
   c) Trainer-observed behavior
   d) Evaluation

54 Which of the following activities is not in 'Informal managerial' – accidental processes?
   a) It is explicit intention is task performance
   b) It is not planned in advance
   c) It has clear development objectives
   d) It is unstructured in development terms

55 _____ refers to employees' energy to invest in their careers, their awareness of the direction they want their careers to take, and their ability to maintain energy and direction despite barriers they may encounter.
a) **Career motivation**
b) Career resilience
c) Career insight
d) Career identity

56 _____ is the extent to which employees are able to cope with problems that affect their work.
a) Career motivation
b) **Career resilience**
c) Career insight
d) Career identity

57 _____ is the degree to which employees define their personal values according to their work.
a) Career motivation
b) Career resilience
c) Career insight
d) **Career identity**

58 A _____is an employee who works under the supervision and direction of a more experienced colleague or manager.
a) **Apprentice**
b) Assistant
c) Understudy
d) Supervisor

59 The four steps in the career management process use the development activities are
a) Assessment, job, formal courses, relative).
b) **Assessment, job experiences, formal courses, relationships**
b) Assess, job experiences, formal courses, relation
b) Assessment, job evaluation, formal courses, relationships

60 _____ refers to the information employees receive about how the company evaluates their skills and knowledge and where they fit into the company's plans (e.g., potential pro-motion opportunities, lateral moves).
a) **Reality check**
b) Goal Setting
c) Action Planning
d) Self-Assessment