TD 03

Training & Development

Total No. of Printed Pages: 2

Total No. of Questions :7   **Maximum Marks : 60**

Duration (hrs.) : 3 Hours

Note :

1. **Question 1 is compulsory. (20 marks)**
2. **Attempt any four out of the remaining six questions. (Each question carries 10 marks)**

Q1. Read the following case study and answer the questions given below :

Rakesh Kumar has been working for six months in the account section of a large manufacturing company located in Kanpur. Rakesh Kumar is a second class commerce graduate from Meerut University and found to be sincere and hard working. Sanjay Singh is the section officer and immediate superior of Rakesh.

The HR department of the company requested Sanjay to evaluate the performance of employee in his section and find out the contribution of each employee and also to monitor carefully whether they are meeting the performance standards.

Upon completion of the performance appraisal recently Sanjay found that all other persons in the accounts section are upon the standard except Rakesh. Along with numerous errors, Rakesh's work is characterized by low performance as he does 20% less than his colleagues in the section. As Sanjay looked into Rakesh's performance appraisal details he begins to wonder whether some sort of training is needed for employees like Rakesh.

1. 'Poor performance of Rakesh is due to poor training'. Do you agree with this statement? Justify.
2. Rakesh is in need of remedial training. Do you agree with this statement? Justify.

Q2. Answer any two from the following three questions.

a) Discuss in brief Pavlov's experiment?
b) Design an induction program for employees of a bank.
c) As a corporate trainer one should strike a balance between pedagogy and andragogy. Justify.

Q3. Answer any two from the following three questions.

   a) What are the advantages of training the trainer?

   b) What are the benefits of training?

   c) Why do you consider Apple a learning organization?

Q4. Answer any two from the following three questions.

   a) What do you mean by 'Training Audit'?

   b) How will you go about organizing a training program on 'Stress Management' for employees of a call centre?

   c) Write a short note on : TNA

Q5. Answer any two from the following three questions.

   a) Critically appraise the 'Role Play' method of training.

   b) Case study method is the best method of training. Do you agree with this statement? Justify.

   c) Design an outward bound training program for your team of Senior Managers.

Q6. Answer any two from the following three questions.

   a) Training is an investment. Do you agree with this statement? Justify.

   b) It is indeed a challenge to train older workers. Justify.

   c) What is simulation training?

Q7. Answer any two from the following three questions.

   a) Discuss in detail Kirkpatrick's model of training evaluation?

   b) Some organizations are reluctant to spend on training. Why?

   c) Write a short note on : Learning Enhancing Factors