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Question Paper Code: CMB408



INSTITUTE OF AERONAUTICAL ENGINEERING

(Autonomous)

MBA III Semester End Examinations (Regular) - January, 2018

Regulation: IARE-R16

TRAINING AND DEVELOPMENT (MASTER OF BUSINESS MANAGEMENT)

Time: 3 Hours

Max Marks: 70

Answer ONE Question from each Unit

All Questions Carry Equal Marks

All parts of the question must be answered in one place only

UNIT – I

1. (a) Differentiate between training and development. [7M]
(b) Describe the forces that affect working and learning in an organization. [7M]
2. (a) Explain the benefits of training to the employees in an organization. [7M]
(b) Explain the role of the various stakeholders in training. [7M]

UNIT – II

3. (a) “Business needs are the driving forces of a training programme”. Justify the statement citing any three examples of business needs. [7M]
(b) What purpose do training objectives serve in designing the training program? [7M]
4. (a) What methods you will use to identify the training needs of a group of sales employees of a large public-sector insurance company? [7M]
(b) Why should upper-level managers be included in the needs assessment process? [7M]

UNIT – III

5. (a) What are the advantages and disadvantages of on-the- job training? [7M]
(b) Explain how learning and transfer of training are enhanced by new training technologies. [7M]
6. (a) Assume you were asked to develop a training program to improve customer sales skills. What training techniques would you use and why? [7M]
(b) Write short notes on computer based training (CBT). [7M]

UNIT – IV

7. (a) What is training evaluation? Explain the steps involved in training evaluation. [7M]
(b) Briefly outline the steps involved in conducting a training program in a systematic way. [7M]
8. (a) Write the short notes on the following: [7M]
i. ROI in training
ii. Uses of training evaluation
(b) Write the difference between cost / benefit evaluation and cost effectiveness evaluation. [7M]

UNIT – V

9. (a) What is diversity training? Explain its objectives and importance in an organization. [7M]
(b) Define cross cultural training and also explain its objectives and importance in an organization. [7M]
10. (a) Write the short note on the following: [7M]
i. Sexual harassment awareness or prevention training
ii. Team training
(b) Design a two days orientation training program for the new management trainees in an insurance company. [7M]