



Institute of Management
JK Lakshmipat University, Jaipur
END TERM EXAMINATION NOVEMBER 2017
SET-1

MBA Sem- III
MM: 50 Marks

Course: Training and Development
Time: 3 Hours
Subject code: HR04

Instructions:

1. Attempt any three questions from Section A.
2. Section B is compulsory.

Section A

- Q1. What kind of new trends in human resource development have taken place as a result of globalization and technological advancement? Discuss (10)
- Q2. Discuss the need for training in an industrial organization. Explain the various types of training methods prevalent in the industry. (10)
- Q3. "Training programmes are helpful to avoid personnel obsolescence". Discuss (10)
- Q4. "You can't develop managers. People either have the ability to manage or they don't". Do you agree or disagree (10)
- Q5. You have just been hired as new training and development manager in large private sector bank. This new position in the bank and the senior executives have asked you to attend their executive meeting at the end of the week. You are supposed to give presentation throwing light on how training and development of employee would help to reduce the increasing turnover the is currently experiencing. (10)

Section B

- Q6. Deven Gandhi has been employed for 4 years in the account department of a large automobile service station in Mumbai. The service station is the biggest one in the state of Maharashtra and is a listed company in Mumbai stock exchange, employing over 650 employees the accounts department consists of 22 employees, mostly commerce graduate with professional qualifications like CA, ICWA, CFA to their credit. Since the service station is the authorized dealer for most car manufacturers in India, it has to serve the needs of large army of costumers in and around Mumbai. To improve operational efficiency the accounts section has been fully computerized and all employees have been asked to undergo training accordingly
You have been the office manager for past 6 years and recently, you have (20)

been asked by management to conduct a random sampling of the quality and quantity of the employee output after the computerization programme is over. With the exception of Deven Ghandhi, all seem to be producing at or close to the standards set earlier in the year. Along with numerous computational errors Ghandi's work is characterized by low performance as you examine his work again you become to think about some sort of remedial training in computerized accounting operation for people like him immediately.

- 1) As Gandhi's supervisor, can you find out whether the performance is due to poor training or due to some other causes?
- 2) If you find Gandhi has been inadequately trained (in hurried manner), how do you go about introducing a remedial training programme?
- 3) If he has been with company for six years, what kind of training programme would be best?
- 4) Should you monitor his work more closely? Can you do this without making oblivious to him and his workers?
- 5) Is it not advisable to discuss the situation with gandhi before the next review commences?