



**NAVRACHANA  
UNIVERSITY**

a UGC recognized University

**School:** School of Business and Law  
**Program:** BBA  
**Year:** 3<sup>rd</sup> **Semester:** 5<sup>th</sup>  
**Examination:** End Semester Examination  
**Examination year:** December - 2021

**Course Code:** HR 304 **Course Name:** Training and Development  
**Date:** 01/12/2021  
**Time:** 02:30 pm to 04:30 pm

**Total Marks:** 40  
**Total Pages:** 2

**Instructions:**

- Write each answer on a new page.
- Use of a calculator is permitted.
- Draw all relevant waveforms in answer sheet only.
- \* COs=Course Outcome mapping. # BTL=Bloom's Taxonomy Level mapping

| Q. No. | Details   | Marks | COs*  | BTL#      |
|--------|---|-------|---|-----------|
| Q. I   | Define the following terms:<br><br>1. Training<br>2. Far transfer<br>3. Offshoring<br>4. OJT<br>5. Telecommuting  | 5     | co1,<br>co2,<br>co3,<br>co4,<br>co5,<br>co6 | 1,2,3,4,5 |
| Q. II  | <b>Answer the following questions (Attempt any five) (each carries 3 marks)</b><br><br>1. Discuss causes and outcomes of need assessment.<br>2. How person characteristics influence employee performance and learning.<br>3. Discuss about the case study method and process for case development.<br>4. How to determine return on investment in training and development?<br>5. Write in a brief about training evaluation process as well as about the evaluation outcomes affecting to the effectiveness of the training program.<br>6. As a trainer how will you select and prepare site for the training?<br>7. Discuss collaboration of technology in an online platform. | 15    | co1,<br>co2,<br>co3,<br>co4,<br>co5,<br>co6 | 1,2,3,4,5 |
| Q. III | <b>Answer the following questions (each carries 5 marks)</b><br><br>1. Consider yourself as a manager of training and development department of ABC Ltd. You are being said   | 10    | co2,<br>co3,<br>co5                         | 1,2,3,4   |

|              |  |           |                             |         |
|--------------|--|-----------|-----------------------------|---------|
|              | <p>that employees of the purchase department are very slow in learning the things. As a T&amp;D head, you are responsible to see what is the problems with the employees of that department. How will you identify all employee's learning capabilities? Justify your answer with the theory.</p> <p>OR</p> <ol style="list-style-type: none"> <li>1. Discuss different learning theories in detail (any five theories).</li> <li>2. Consider yourself as a manager of learning and development department. Your department is doing well but due to pandemic, employees are facing some challenges in WFH learning. As a manager, you are providing all the facilities of learning through online training programs. How will you conduct online training so that it becomes effective? Also discuss advantages and disadvantages of online learning.</li> </ol> <p>OR</p> <ol style="list-style-type: none"> <li>2. Discuss all the hands-on methods of training program.</li> </ol> |           |                             |         |
| <b>Q. IV</b> | <p>Discuss different future trends that will affect the training.</p> <p>OR</p> <p>Discuss different forces influencing working and learning.</p>  | <b>10</b> | co1,<br>co2,<br>co5,<br>co6 | 1,2,3,5 |

\*\*\*\*\*End of Question Paper\*\*\*\*\*