



**NAVVRACHANA
UNIVERSITY**
a UGC recognized University

School: School of Business and Law
Program/s: MBA
Year: 2nd **Semester:** 4th
Examination: End Semester Examination
Examination year: May 2023

Course Code: HR 211 **Course Name:** Training and Development
Date: 17/05/2023
Time: 10:00 am to 12:00 pm

Total Marks: 40
Total Pages: 2

Instructions:

- Write each answer on a new page.
- Read the instruction and answer the question accordingly

Q. No.	Details	Marks	CO	BTL
A	<p>Answer the following questions (Any 3*3)</p> <ol style="list-style-type: none"> 1. Write a note on the nine-step process of the training. 2. Discuss the learning process. 3. Write a note on the program design process. 4. What outcomes are used in the evaluation of the training program? 	9	CO1, CO2, CO3, CO4, CO5	1, 2, 3
B	<p>You are the Chief Learning Officer (CLO) of a large retail chain that operates in several countries. The company has recently implemented a new customer relationship management (CRM) system to improve the customer experience and increase sales. The new CRM system is a key part of the company's strategy to improve the customer experience and increase sales. However, the company has experienced some challenges in implementing the system due to resistance from employees who are used to the old system. The company has identified training as a critical component of the successful adoption of the new system.</p> <p>Your team has developed a comprehensive training program to teach employees how to use the new CRM system effectively and the team has estimated that the cost of the training program will be Rs.5,00,000 which includes the cost of developing the training materials, delivering the training, and associated costs such as travel expenses. The company expects that the training program will</p>	7	CO1, CO5	2, 3

	<p>result in a 10% increase in sales (the previous year's sales were Rs.10,00,000) and a 20% reduction in errors and customer complaints. However, the Chief Financial Officer (CFO) is concerned about the return on investment (ROI) for the training program and has asked you to provide an estimate of the ROI.</p> <p><u>Answer the following questions:</u></p> <ol style="list-style-type: none"> 1. What is the expected ROI for the training program, based on the expected financial benefit and the cost of the training program? (4 marks) <p>Hint: Formula to calculate ROI</p> <ol style="list-style-type: none"> 2. How would you address concerns about the long-term impact of the training program on employee engagement and retention? (3 marks) 			
C	<p>Answer the following question in detail. (Any 3*8)</p> <ol style="list-style-type: none"> 1. Define Training. Discuss in detail about levels of Training Need Analysis (use a diagram wherever it suits). 2. Discuss any four developmental techniques (training methods) in detail used for enhancing decision-making and interpersonal skills. 3. You have been hired as a training manager for a retail company that sells high-end electronic gadgets. Your role is to design and deliver a training program for new sales associates who are joining the company. The company prides itself on providing exceptional customer service and expects its sales associates to be knowledgeable about the products they sell. Your objective is to create a comprehensive training program that will enable the employees to learn the new production process quickly and effectively. Design the three days training programs for the sales associates for better outcomes. 4. Discuss any four training evaluation models in detail. 	24	CO1, CO2, CO3, CO4, CO5	1, 2, 3

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