

**M.A. DEGREE EXAMINATION, NOVEMBER 2019**  
**I Year II Semester**  
**Management Training and Development**

**Time : 3 Hours**

**Max.marks :75**

**Section A** ( $10 \times 2 = 20$ ) Marks

Answer any **TEN** questions

1. What is training and development?
2. What is learning organisation?
3. Define Sensitivity training
4. Explain training need analysis
5. Define training effectiveness
6. What are the objectives of training evaluation?
7. Define Reinforcement
8. Write short note on Personal growth
9. Define High morale
10. Write short note on internal mobility
11. What is meant by work scheduling?
12. Mention the qualities of a Trainer

**Section B** ( $5 \times 5 = 25$ ) Marks

Answer any **FIVE** questions

13. What do you understand by Training? Distinguish between training, education and development.
14. Describe the process of training.
15. How will you identify training needs of an organisation? Explain.
16. How training programmes be marketed? Explain.
17. What is the contribution of Donald Kirkpatrick to training evaluation?
18. Explain the significance of training evaluation.
19. Explain the importance of time management

**Section C** ( $3 \times 10 = 30$ ) Marks**PART - A - Case Study - Compulsory Question**

20. Larry, a high school kid looking for a summer job, was hired as a cook at a nearby restaurant. Larry had no experience working in kitchens, but the supervisor who hired him, explained that it wasn't necessary, because they would train him. On Larry's first day, he was paired with a Senior Line Cook by the name of Tyler. Tyler wasn't especially thrilled with the idea of having to train a new guy on the busiest night of the week, and expressed his concerns to the manager. "You're our most senior employee, so that makes you the most qualified person to do the training." A frustrated Tyler didn't say much after that - and aside from giving Larry a nod of acknowledgement, his only words to him were "watch, and stay out of my way." By the time the main dinner rush hit, the entire kitchen line was bustling with activity and Tyler was doing his best to call orders, time out bills, and cook all at the same time. As more and more orders came in, the stress level in the kitchen had increased dramatically. It was at this point Tyler turned to Larry and barked, "I need you to run to the fridge and get me more hamburger meat!" Afraid to ask any questions, Larry quickly turned to look for the fridge, and as instructed, "ran" through the kitchen line to get more meat. A cook, unaware that Larry was coming through, turned to put up a dish, and collided with Larry. He never heard him coming.

1. Identify and list all the things that went wrong on Larry's first day
2. When selecting an employee to do training, how much does seniority factor in on your decision, and why?
3. If an employee is good at their job, does that automatically make them a good trainer, and why?
4. When organising a new employee's training plan, what factors should you consider when scheduling the shifts.

**PART - B**

Answer any **TWO** questions

21. "Training programmes are helpful to avoid personnel obsolescence". Illustrate.
22. Explain various methods of training employees, pointing out the merits and demerits of each.
23. Explain how the effectiveness of training programmes be evaluated.
24. Discuss the various methods and techniques of executive development.

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