



Name:

Enrolment No:

UPES

End Semester Examination, Dec 2024

Course: Training and Development
 Program: BBA/Int BBA-MBA (HRM)
 Course Code: HRES 3015

Semester: V
 Time : 03 hrs.
 Max. Marks: 100

Instructions:

SECTION A
 10Qx2M=20Marks

S. No.		Marks	CO
Q 1.1	<p>Which learning theory emphasizes the use of modeling and imitation as ways of acquiring new behaviors and skills?</p> <p>a) Constructivism b) Cognitivism c) Social Learning Theory d) Behaviorism</p>	2	CO1
Q 1.2	<p>Strategic training is primarily focused on:</p> <p>a) Enhancing individual skills b) Aligning training with organizational goals c) Employee career development d) Improving immediate job performance</p>	2	CO1
Q 1.3	<p>Transfer of training refers to the application of learned skills and knowledge from the training environment to the workplace. (True/False)</p>	2	CO1
Q 1.4	<p>In the context of training, near transfer refers to:</p> <p>a) The application of learned skills to tasks similar to those practiced during training. b) The transfer of abstract knowledge to unrelated tasks. c) The ability to recall theoretical knowledge without practical application. d) The acquisition of new skills that are not applicable to the current job role.</p>	2	CO1
Q 1.5	<p>Which of the following is the primary focus of employee development programs?</p> <p>a) Increasing employee motivation b) Preparing employees for future roles and responsibilities c) Enhancing immediate job performance d) Reducing operational costs</p>	2	CO1
Q 1.6	<p>The “Assimilating” learning style in Kolb’s model is most suited for individuals who prefer to watch rather than do. (True/False)</p>	2	CO1
Q 1.7	<p>Kirkpatrick's model evaluates training at which of the following levels?</p> <p>a) Reaction, Learning, Behavior, Results b) Reaction, Application, Skills, Results</p>	2	CO1

	c) Knowledge, Skill, Behavior, Performance d) Learning, Application, Outcome, Feedback		
Q 1.8	Which of the following is NOT one of Kolb's four learning styles? a) Converging b) Diverging c) Accommodating d) Perceiving	2	CO1
Q 1.9	Which of the following is a challenge associated with far transfer of learning? a) Learners find it difficult to transfer abstract knowledge to concrete situations. b) The training materials are too specific to real-world applications. c) Learners easily remember and apply the learned skills to their immediate tasks. d) The skills learned are directly applicable to current job roles without modification.	2	CO1
Q 1.10	According to Kolb's Learning Cycle, which of the following is the first stage in the cycle? a) Concrete Experience b) Reflective Observation c) Abstract Conceptualization d) Active Experimentation	2	CO1
SECTION B 4Qx5M= 20 Marks			
Q 2.1	Explain the key differences between training and development? How do they complement each other?	5	CO2
Q 2.2	Discuss the importance of training evaluation and how it contributes to improving the overall training program.	5	CO2
Q 2.3	Explain the concept of transfer of training.	5	CO2
Q 2.4	Discuss the importance of social learning theory in training and development.	5	CO2
SECTION-C 3Qx10M=30 Marks			
Q 3.1	Kirkpatrick's Model of Training Evaluation is one of the most widely used frameworks to assess training effectiveness. Discuss the different levels of the Kirkpatrick Model. How this model could be used to measure the employee training program.	10	CO3
Q 3.2	Describe the strategic training process . How do training and development initiatives in Google company support the broader organizational strategy? Discuss how aligning training with business goals can lead to improved organizational performance.	10	CO3
Q 3.3	What are the challenges associated with the learning cycle in training and development? Discuss the stages of the learning life cycle and the role of trainers in facilitating effective learning experiences.	10	CO3
SECTION-D 2Qx15M= 30 Marks			
Q 4.1	Recently, Air Vistara and Air India completed a merger to create a single, stronger airline group. The merger combines the premium services and international reach of Air India with the customer service excellence and operational efficiency of Air Vistara. While the merger promises operational synergies, it also presents significant	15 *2	CO4

challenges, particularly in integrating the two organizations' cultures, systems, and processes.

Both Air Vistara and Air India have distinct corporate cultures, training frameworks, and customer service standards. Air Vistara is known for its high customer service standards and relatively smaller fleet, which allows for a more personalized customer experience. On the other hand, Air India has a large and diverse workforce and caters to a wide range of domestic and international passengers.

Q- Identify and Discuss the Key Training Needs for the Merged Entity to ensure smooth operations, maintain customer satisfaction, and foster a cohesive, unified workforce.

Q- What Specific Training Programs Would You Recommend for the Employees of Air Vistara and Air India. Discuss how aligning training and development with business goals can lead to improved organizational performance and align with organization strategy.