

SET - A

Name:

Enrolment No:



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End-term Examination, May 2019

Course: BBA Core HRM
Programme: Training and Development
Course code: HRES 2002

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

Instructions:**SECTION A**

S. No.	Attempt all of the following, each question carry two marks.		
Q 1	Method in which 'problem to be solved' is described for employees is called a. job rotation b. action learning c. lifelong learning d. case study method	2	CO 1
Q 2	Improving current and future management performance is called a. job rotation b. job training c. lifelong learning d. management development	2	CO 1
Q 3	Method in which teams consisting managers compete on solving problems is called 1. management game 2. action learning 3. lifelong learning 4. case study method	2	CO 1
Q 4	Technique, involving trainees to act on role of specific person in real situation is a. behavior modeling b. role playing c. in-house development center d. both A and B	2	CO 1
Q 5	Relationship between employees in which experienced managers help individual employees in their early career is classified as a. career modeling b. mentoring	2	CO 1

	<ul style="list-style-type: none"> c. simulation d. communication 		
Q 6	<p>Lewin's process consists of</p> <ul style="list-style-type: none"> a. unfreezing stage b. moving stage c. refreezing stage d. all of above 	2	CO 1
Q 7	<p>Systematic procedure in which people contribute in organizational goals achievement by acquiring capabilities is classified as</p> <ul style="list-style-type: none"> a. training b. planning c. staffing d. hiring 	2	CO 1
Q 8	<p>_____ refers to the learning opportunities designed to help employees grow.</p> <ul style="list-style-type: none"> a. Training b. developement c. assessment d. education 	2	CO 1
Q 9	<p>Demonstration type of training method is used to train</p> <ul style="list-style-type: none"> a. worker b. manager c. supervisor d. all of the above 	2	CO 1
Q 10	<p>'Coaching of employees' does not include</p> <ul style="list-style-type: none"> a. planning b. preparation c. follow-up d. compensating employees 	2	CO 1
<p>SECTION B Attempt any Four</p>			
Q 1	What are the objective of designing training program?	5	CO2
Q 2	Distinguish between training and development.	5	CO3
Q 3	What specific skills do you bring to the trainer position?	5	CO2

Q 4	Briefly explain the output of training need assessment.	5	CO3
Q 5	What you mean by training? What is the purpose of the training?	5	CO3
SECTION-C Attempt any three			
Q 1	Elucidate the concept of learning. Also, explain the five principles of learning.	10	CO4
Q 2	What are the methods of training evaluation? Discuss the three levels of training evaluation.	10	CO3
Q 3	What is operant conditioning theory? Write down the components of operant conditioning theory.	10	CO3
Q 4	Briefly explain the various on the job and off the job method of management development.	10	CO2
SECTION-D Attempt all three			
Q 1	Behaviour therapists believe that the respondent or classical conditioning is effective in dealing with the non-voluntary automatic behaviour, whereas the operant one is successful predominantly with motor and cognitive behaviours. Write your comments.	10	CO4
Q 2	Rajat Sharma has been employed for six months in the accounts section of a large manufacturing company in Delhi. You have been his supervisor for the past three months. Recently you have been asked by the management to find out the contributions of each employee in the Accounts Section and monitor carefully whether they are meeting the standards set by you. A few days back you have completed your formal investigation and with the exception of Rajat, all seem to be meeting the targets set by you. Along with numerous errors, Rajat's work is characterized by low performance – often he does 20 percent less than the other clerks in the department. As you look into Rajat's performance review sheets again, you begin to wonder whether some sort of remedial training is needed for people like him. Questions 1. As Rajat's supervisor can you find out whether the poor performance is due to poor training or to some other cause? 2. If you find Rajat has been inadequately trained, how do you go about introducing a remedial training programme?	10	CO3
Q 3	Imagine you are the training manger of a hotel that will open next year. Your GM asks you to develop a training program that aims to boost the team spirit of the newly formed Executive Committee Members. Your GM suggests you organize a two-day course in a resort location from 9 to 5 for both days. a) Your task is to suggest 3 training methods that suit the training theme described above. b) Is there a need training program ? If yes/no then explain it. Hint: this is attitude, not skills nor knowledge training	10	CO3

SET - B

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SECTION A

S. No.	Attempt all of the following, each question carry two marks.		
Q 1	It is a relative permanent change in behavior or mental state based on experience called e. learning f. education g. training h. development	2	CO 1
Q 2	Improving the specific skills of an employee for future management performance called e. learning f. education g. training h. management development	2	CO 1
Q 3	Classical condition theory of learning is given by 5. Ivan Pavlov 6. Henry Fayol 7. Edwin B. Flippo 8. Peter Ducker	2	CO 1
Q 4	The trainee works directly with a senior manager or the person he or she has to replace e. Coaching f. role playing g. lecture h. both A and B	2	CO 1
Q 5	Generally fresh graduates are put under the experience employee to learn the functions of job.career modeling e. mentoring f. simulation g. communication	2	CO 1

	h. Apprenticeships		
Q 6	Lewin's process consists of e. unfreezing stage f. moving stage g. refreezing stage h. all of above	2	CO 1
Q 7	Person is recruited to perform a specific time-bound jobs or projects during their education. e. apprenticeships f. internship g. coaching h. action learning	2	CO 1
Q 8	_____ is to create realistic situation & then have the trainees assume the parts or roles of specific persons in the situation. e. apprenticeships f. internship g. coaching h. role play	2	CO 1
Q 9	This is more from the point of view of behavioural assessment, under different circumstances how an individual will behave himself and towards others. e. Sensitivity/Situational Trainings f. coaching g. role play h. all of the above	2	CO 1
Q 10	'Coaching of employees' does not include e. planning f. preparation g. follow-up h. compensating employees	2	CO 1
SECTION B Attempt any Four			
Q 1	What are the objective of management development programme?	5	CO2
Q 2	Distinguish between training and education.	5	CO3

Q 3	What are the roles and responsibilities of a trainer?	5	CO2
Q 4	What are the various tangible benefits of training in Indian organization?	5	CO3
Q 5	Define learning. Explain the principle of learning.	5	CO3
SECTION-C Attempt any three			
Q 1	How do you identify the training needs of an enterprise?	10	CO4
Q 2	What is training evaluation? Explain the steps and method of training evaluation.	10	CO3
Q 3	What is classical conditioning theory? Write down the components of classical conditioning theory.	10	CO4
Q 4	Explain different methods of training the employees. Suggest the suitable training method for salesmen of a heavy machine manufacturing organization.	10	CO2
SECTION-D Attempt all three			
Q 1	Behaviour therapists believe that the respondent or classical conditioning is effective in dealing with the non-voluntary automatic behaviour, whereas the operant one is successful predominantly with motor and cognitive behaviours. Write your comments.	10	CO4
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Q 3	Imagine you are the training manger of a hotel that will open next year. Your GM asks you to develop a training program that aims to boost the team spirit of the newly formed Executive Committee Members. Your GM suggests you organize a two-day course in a resort location from 9 to 5 for both days. c) Your task is to suggest 3 training methods that suit the training theme described above. d) Is there a need training program ? If yes/no then explain it. Hint: this is attitude, not skills nor knowledge training	10	CO3