



Name:

Enrolment No:

**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**

**End Semester Examination, December 2023**

**Course: Training and Development**

**Semester: V**

**Program: BBA (HRM-SPL)/ Int. BBA-MBA**

**Time : 03 hrs.**

**Course Code: HRES3015**

**Max. Marks: 100**

**Instructions: All questions are compulsory.**

**SECTION A**  
**10Qx2M=20Marks**

S. No.	Describe the various terms mentioned below.	Marks	CO
Q 1	Human Capital	2	CO1
Q 2	Informal learning	2	CO1
Q 3	Knowledge management	2	CO1
Q 4	Motor skills	2	CO1
Q 5	Social capital	2	CO1
Q 6	In-house consultants	2	CO1
Q 7	Need assessment at task level	2	CO1
Q 8	Training outsourcing	2	CO1
Q 9	Formal learning	2	CO1
Q 10	Need assessment at individual level	2	CO1

**SECTION B**  
**4Qx5M= 20 Marks**

Q 1	What are the various goals of training and development.	5	CO2
Q 2	What is the role of business strategies in training and development?	5	CO2
Q 3	Differentiate between the social capital and customer capital with relevant examples.	5	CO2
Q 4	Describe Kurt Lewin's change management model.	5	CO2

**SECTION-C**  
**3Qx10M=30 Marks**

Q 1	In a manufacturing company, the safety record has been declining due to increased accidents. How would you develop a training and development initiative to enhance workplace safety and reduce accidents among employees?	10	CO4
Q 2	Write a note on "why need assessment in training program is essential ?"	10	CO2

Q3	What is transfer of training? Describe the model of learning and transfer of training.	10	CO2
<b>SECTION-D</b> <b>2Qx15M= 30 Marks</b>			
Q 1	What is strategic training? Describe the strategic training and development process with relevant organizational examples (e.g., service sector).	15	CO3
Q 2	Your organization is expanding into international markets, and you need to prepare employees for cross-cultural interactions. What training and development strategies would you employ to foster cultural competence among your workforce?	15	CO4