16MBAHR304

Third Semester MBA Degree Examination, Dec.2017/Jan.2018
Learning and Development

Time: 3 hrs.   Max. Marks:80

Note: 1. Answer any FOUR full questions from Q1 to Q7.
2. Question No. 8 is compulsory.

1 a. What is learning? (02 Marks)
   b. Explain the learning strategies that are used in designing training content. (06 Marks)
   c. Briefly discuss the Expectancy theory and Information Processing theory. (08 Marks)

2 a. What is a business strategy? (02 Marks)
   b. How the work environment characteristics influence transfer of training? (06 Marks)
   c. Explain the forces influencing working and learning. (08 Marks)

3 a. What is lesson plan? (02 Marks)
   b. Explain the different methods used to collect the data for Training Need Analysis. (06 Marks)
   c. Discuss the various components of training need analysis. (08 Marks)

4 a. How do you define outward bound learning? (02 Marks)
   b. Explain different types hands – on method. (06 Marks)
   c. Discuss the factors that are considered in making or buying decision during the implementation of training programme. (08 Marks)

5 a. Give the meaning of Pilot testing? (02 Marks)
   b. Explain the factors which influence in choosing evaluation design. (06 Marks)
   c. Briefly explain the outcomes used in evaluation of training programme. (08 Marks)

6 a. Write the importance of career management. (02 Marks)
   b. Explain the stages involved in career development. (06 Marks)
   c. Explain the process of career management. (08 Marks)

7 a. What do you mean by MDP? (02 Marks)
   b. Discuss the process of behaviour modeling training. (06 Marks)
   c. Explain the various methods involved in executive development. (08 Marks)

8   CASE STUDY [Compulsory]

Prashanth, a degree student looking for a summer job, was hired as a cook at a nearby restaurant. Prashanth had no experience working in kitchens, but the supervisor who hired him, explained that it wasn't necessary because they would train him.

On Prashanth's first day he was paired with a senior line cook by the name Manoj. Manoj was not especially thrilled with the idea of having to train a new guy on the busiest hight of the week, and expressed his concern to manager. "you're out most senior employee, so that makes you the most qualified person to do training". A frustrated Manoj didn't say much after that – and aside from giving Prashanth a nod of acknowledgment, 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 Manoj 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 Manoj turned to Prashanth and braked, "I need you to run to the fridge and get me more hamburger meat!" Afraid to ask any questions, Prashanth quickly turned to look for the fridge, and as instructed, "run" through the kitchen line to get more meat. A cook, unaware that Prashanth was coming through, turned to put up a dish, and collided with prashanth. He never heard him coming.

Questions :
a. Identify and list all the things that went wrong on Prashanth is first day.   (04 Marks)
b. When selecting an employee to do training, how much does seniority in on your decision, and why?   (04 Marks)
c. If an employee is good at their job, does that automatically make them a good trainer, and why?   (04 Marks)
d. Identify 5 top character trait you would look in a qualified trainer.   (04 Marks)

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