



CBCS SCHEME

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18MBAHR304

Third Semester MBA Degree Examination, Jan./Feb. 2021 Learning and Development

Time: 3 hrs.

Max. Marks: 100

Note: 1. Answer any *FOUR* full questions from Q.No.1 to 7.
2. Q.No. 8 is compulsory.

- 1 a. Define learning and development. (03 Marks)
b. Bring out the difference Pedagogy and Androgogy of learning. (07 Marks)
c. Explain the important components of need analysis. (10 Marks)
- 2 a. What do you mean by protean career? (03 Marks)
b. Explain the forces influencing working and learning. (07 Marks)
c. Briefly explain various training methods. (10 Marks)
- 3 a. What is E-learning? (03 Marks)
b. Explain Kirkpatrick's model. (07 Marks)
c. Briefly explain the components of career management system. (10 Marks)
- 4 a. What is outbound learning? List the process. (03 Marks)
b. Write a note on: i) Learning Management System ii) Intelligent Tutoring System. (07 Marks)
c. Explain the process of executive development. (10 Marks)
- 5 a. What do you mean by Reinforcement? (03 Marks)
b. Explain implementation process for making and buying decision. (07 Marks)
c. Briefly explain different methods of data collection for training evaluation. (10 Marks)
- 6 a. What do you mean by vestibule training? (03 Marks)
b. Explain the characteristics influencing transfer of training. (07 Marks)
c. Elaborate training design process. (10 Marks)
- 7 a. What is ROI in training? (03 Marks)
b. Explain the types training evaluation design. (07 Marks)
c. Explain learning theories. (10 Marks)

8

CASE STUDY

Tourism and hospitality is a diverse sector comprised of workers from varied cultures, backgrounds, ages and languages. This is one of the reasons our industry is so unique. But with this diversity, comes its challenges. In the case of large hotel, where a housekeeping department is comprised of workers from all over the world, training can sometimes be a challenge to due language barriers. And although many corporate properties have developed strong training program, it's not always fully understood by each person in the room.

Questions:

- a. Make a list of different training techniques you can use when trying to overcome a language barrier? (05 Marks)
- b. At the end of the training, what methods can you use to determine whether or not the worker understand? (05 Marks)
- c. How effective are visual aids when it comes to training and why? (05 Marks)
- d. What is the key takeaway you have learned from this? (05 Marks)

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Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
2. Any revealing of identification, appeal to evaluator and /or equations written eg. 42+8 = 50, will be treated as malpractice.