

MBGN 4005

M.B.A. DEGREE EXAMINATION,
JUNE 2016.

Fourth Semester

General

TRAINING AND DEVELOPMENT

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions out of Eight questions.

1. Describe the objectives of performance appraisal.
2. Describe the different approaches to job design.
3. Explain Learning process.
4. Describe the challenges to Training Managers.
5. Explain the evaluation of Training.
6. Explain training methodologies in detail.
7. Describe the Advantages and disadvantages of Ranking Method and Job classification Method.
8. Explain the various types of counseling.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions out of Eight questions.

9. Discuss the modern methods of performance appraisal.
10. Explain various theories of learning.
11. Explain various learning principles.
12. Explain the roles and responsibilities of Training Managers.
13. Differentiate on-the-job training and off-the-job training.
14. Explain implementation of training programmes.
15. Define job evaluation and what are the principles of job evaluation.
16. Explain briefly various methods of job evaluation.

PART C — (1 × 20 = 20 marks)

(Compulsory)

Case study.

17. Big shot is a famous MNC company that sells mobile accessories to customers. It has more than 1000 salesmen travelling around the world to capture business. The manager of the sales department in London instructed one of the

employees Jones to book 3 rooms in a five star hotel during their visit to India. Jones booked 5 rooms in a five star hotel in a hurry without noticing the terms and the conditions of the contract in detail. Later, Jones realized the mistake and intended to cancel the two extra rooms and claimed for total reimbursement of money for the two rooms that was booked by mistake. The five star hotel refused to grant full reimbursement of money as it had stated the terms and conditions of contracts through online.

- (a) Is Bigshot eligible for full reimbursement of money?
- (b) What procedure should have Jones followed while carrying out his contract?
- (c) What are the essential elements of an e-com contract?