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Reg. No. :

Name :

**Fourth Semester M.B.A. (Part Time) Degree Examination, July 2009
(2006 Scheme)**

TRAINING AND DEVELOPMENT

Time : 3 Hours

Max. Marks : 60

PART – A

Write short notes on **any five** questions. **Each** question carries **three** marks.
(5×3=15 Marks)

1. Training and Development.
2. Off-the-job training.
3. Orientation.
4. Role Play.
5. Development Policy.
6. Measurable benefit of training.
7. Vestibule training.
8. Succession planning.

PART – B

Answer **any three** questions. **Each** question carries **ten** marks.

9. What are the objectives of training ? Explain.
10. Name a few on-the-job training programmes and their benefits.
11. What are the difficulties in designing a development programme ?
12. Discuss the steps involved in conducting a training programme in a systematic way.
13. How would you evaluate the effectiveness of a training programme ?
(3×10=30 Marks)

P.T.O.



PART – C
(Compulsory)

14. One Monday morning Metha, a recent recruit from a reputed Management Institute in Chennai walked into the sales office at Mumbai as a new sales trainee. Raghavan, the Zonal Sales Manager for a large computer hardware firm was there to greet him. Raghavan's job consisted of overseeing the work of sales officers, field executives and trainee salesmen numbering over 50 of three areas namely Chennai, Bangalore and Kochi. The sales growth of computers, parts and other equipment in his area was highly satisfactory, especially in recent years thanks to the developmental initiatives taken by respective State Govts. in spreading computer education in offices, schools, colleges, banks and other institutions.

Raghavan collected several sales reports, catalogues and pamphlets describing in detail the type of office equipment sold by the company. After a pleasant chat about their backgrounds, Raghavan gave Sundar the collected material and showed him to his assigned desk.

Thereafter Raghavan excused himself and did not return. Sundar spent the whole day scanning the material and at 5.00 pm, he picked up his things and went home.

Questions :

- a) What do you think about Raghavan's training programme ?
 - b) What type of sales training programme would you plan ?
 - c) What method of training would have been recommended ? Suggest.
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