

### Model Question Paper

### Fourth Semester MBA Degree Examination

### Learning Training and Development

**Time: 3 Hours**

**Max. Marks: 100**

**Note: 1. Answer any FOUR full questions from Q1 to Q7.**

**2. Question No. 8 is compulsory.**

**3. M: Marks, L: RBT (Revised Bloom's Taxonomy) level, C: Course outcomes.**

			M	L	C
Q1	a.	Differentiate between pedagogy and andragogy.	03	L2	CO1
	b.	Apply Reinforcement Theory to improve employee performance in a retail setting.	07	L3	CO3
	c.	A company is facing low engagement among its mid-level managers during quarterly strategy review meetings. To address this issue, the HR team plans to design a training workshop aimed at improving participation and decision-making skills. Apply adult learning principles to design a training workshop for these mid-level managers.	10	L3	CO3
Q2	a.	Outline any one risk and ethical issue related to Outbound Learning.	3	L2	CO1
	b.	An IT company is onboarding new software developers across locations and seeks consistent, flexible, and interactive training. Apply blended learning to design the program and relate face-to-face and digital components to new hire needs.	7	L3	CO3
	c.	A multinational company replaced classroom training with OBL, online modules, and mobile learning for its global workforce. The HR team wants feedback on how this shift impacts engagement, effectiveness, and knowledge retention. Apply your understanding of modern learning methods and relate each to outcomes like team building, flexibility, and real-time access.	10	L3	CO3
Q3	a.	Outline the principles of training design.	3	L2	CO1
	b.	A retail company plans a customer service training program to boost frontline performance. Identify the key training inputs that are vital for enhancing the training program's success.	7	L3	CO2
	c.	A healthcare company faces errors in patient data entry and low confidence in using new software. Identify the types and components of training needs relevant to this issue and explain how these insights can guide the design of an effective training program.	10	L3	CO2
Q4	a.	Explain the significance of training evaluation.	3	L2	CO1
	b.	If a company wants to measure the effectiveness of a newly implemented virtual training program, How would you apply Donald Kirkpatrick's Evaluation model to assess its success.	7	L3	CO3
	c.	An automobile company is introducing a new assembly line system. Apply suitable training methods and demonstrate how they can be utilised	10	L3	CO2

		effectively in this context.			
Q5	a.	Summarise the significance of training partnerships.	3	L2	CO1
	b.	A logistics firm plans to launch a Management Development Program (MDP) for newly promoted managers. Identify the key factors affecting MDP in planning an effective program.	7	L3	CO4
	c.	An organisation wants to retain high-performing employees by guiding their career growth. Make use of the stages of career development to design a career path for them.	10	L3	CO4
Q6	a.	Classify the different learning capabilities.	3	L2	CO1
	b.	Explain briefly the process of learning.	7	L3	CO1
	c.	A software firm finds new recruits struggling with real-time problem-solving. Apply the learning cycle to improve on-the-job learning and explain how each stage builds skills.	10	L3	CO3
Q7	a.	Outline the skills an effective trainer has to possess.	3	L2	CO1
	b.	Apply the group building methods to design a team building exercise that could enhance collaboration among new employees.	7	L3	CO4
	c.	Develop a blended learning strategy using both computer based training and simulations for a manufacturing company that needs to upskill its highlighting its effectiveness.	10	L3	CO3
Q8		<p><b><u>CASE STUDY (Compulsory)</u></b></p> <p>NovaTech Solutions, a mid-sized IT services company, has recently expanded operations into three new cities, recruiting 120 new employees across software development, customer support, and quality assurance. The company provided an initial induction program that covered company policies, basic product knowledge, and general workplace procedures. However, after the first two months, managers observed recurring issues: customer support teams lacked the skills to handle difficult clients, developers missed project deadlines due to unfamiliarity with agile tools, and QA testers struggled to use the newly introduced automated testing software.</p> <p>Realising that a generic induction was insufficient, the HR Head decided to create a strategic, role-specific training program. This program would involve:</p> <ul style="list-style-type: none"> <li>• Blended learning (combination of virtual modules and in-person workshops) to ensure flexibility for geographically dispersed teams.</li> <li>• Hands-on simulations to let employees practice real-world problem-solving in a safe environment.</li> <li>• Group-building activities to improve collaboration between departments.</li> </ul> <p>The HR team also planned a post-training evaluation to measure the program's effectiveness, utilising both qualitative feedback and quantitative performance metrics.</p>			
	a.	Apply the Training Needs Analysis process to design a role-specific training plan for NovaTech's new hires.	10	L3	CO2
	b.	Utilise appropriate training methods to address the skill gaps identified across different departments. Build a costing and pricing plan for implementing the proposed training programs.	10	L3	CO2

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