

**DEPARTMENT OF MANAGEMENT
SCHOOL OF MANAGEMENT & BUSINESS STUDIES
JAMIA HAMDARD**

Odd Semester Examination (Online) January 2021

MBA- IIIrd, Semester

Subject Name: Training and Development

MM: 75

Subject Code: MBA-GE-HR-03

Time: 03Hours

Email Id of the Examiner: fakhra@jamiahamdard.ac.in

Email Id of the Assistant Superintendent of Exams: assistant.superintendent.exams@gmail.com

Email Id of Dean: deanmanagement@jamiahamdard.ac.in

Note:

- Students have to submit the **Scannedhand written solution** to the Examiner, Assistant Superintendent of Examination and Dean on the email ids as mentioned above.
- Students shall use **ruled white paper & blue ink** to write the solution. Each page must have a **serial number and the signature** of the student.
- An additional $\frac{1}{2}$ an hour will be given to the examinees to scan the answer sheets, convert it into single PDF and upload it on the id's given on the question papers.
- If any two copies are found to be similar then both the copies shall be cancelled. Such students will be considered/ tried for unfair means.
- The attached PDF shall be named as follows --
Full Name-Enrollment Number-Course-Semester-Subject Abbreviation(Example: Rabia Shaheen-2017-334-032-MBA-III-QTM) and students shall also mention the same in subject line of the email & his/her answer copy also.
- Answer All Questions, each carry equal marks.

Q1: Describe the forces affecting the workplace and learning. How can training help companies deal with these forces?

Q2: If you were going to use online technology to identify training needs for customer service representatives for a web-based clothing company, what steps would you take to ensure that the technology was not threatening to employees?

Q3: Design a training programme for newly inducted employees in the sales department of a pharmaceutical company.

Q4: If you have attended a training session, you must have evidenced the attitude a training personnel holds while the session, identify some of the impediments that hinder in making

training effective. Also narrate your action plans to take care of the roadblocks to organizational development through training.

Q5: Distance Learning can be used to deliver a lecture to geographically dispersed trainees. How might distance learning can be designed and used to avoid some of the learning and transfer of training problems of the traditional lecture method?