

(6 pages)

Reg. No. : .....

Code No. : 8678

Sub. Code : PBAE 4 A

M.B.A. (CBCS) DEGREE EXAMINATION, APRIL 2022

Fourth Semester

Business Administration

Elective – TRAINING AND DEVELOPMENT

(For those who joined in July 2017 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. \_\_\_\_\_ is described in terms of the feelings of an employee or manager towards his work
- (a) Morale
  - (b) Attitude
  - (c) Training
  - (d) Job satisfaction

2. \_\_\_\_\_ refers to the learning opportunities designed to help employees grow.
- (a) Appraisal
  - (b) Development
  - (c) Evaluation process
  - (d) Job analysis
3. The purpose of \_\_\_\_\_ is to teach theoretical concepts and develop a sense of reasoning and judgment.
- (a) Training
  - (b) Development
  - (c) Education
  - (d) Teaching
4. There is need for imparting greater ethical orientation to a \_\_\_\_\_
- (a) Management Development programme
  - (b) On the job technique
  - (c) Off the job technique
  - (d) Training and development programme
5. Training evaluation criteria include all but
- (a) Reactions
  - (b) Learning
  - (c) Behaviour
  - (d) Result



6. Assessment of training needs focus on \_\_\_\_\_

- (a) Previous skills of an employee
- (b) Anticipated skills of an employee
- (c) Potential areas of an employee
- (d) None of the above,

7. \_\_\_\_\_ is an objective assessment of an individual's performance against well defined benchmarks.

- (a) Job evaluation
- (b) Potential appraisal
- (c) Performance appraisal
- (d) None of the above.

8. Many employers use \_\_\_\_\_ to evaluate the employees.

- (a) Committee
- (b) Appraisal people
- (c) Experience people
- (d) Rating committee

9. \_\_\_\_\_ involves associating employees at every level in decision making

- (a) Participative management
- (b) Workers participation
- (c) Quality management
- (d) None of the above.

10. \_\_\_\_\_ can be collected through morale, opinion, attitude survey.

- (a) Primary data
- (b) Morale information
- (c) Attitude information
- (d) None of the above

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Distinguish between training and development.

Or

(b) Bring out the importance of training and development.

12. (a) What are the components of management development programme?

Or

(b) What are the objectives of management development?



13. (a) What are the objectives of performance appraisal?

Or

- (b) What are some typical on the job training techniques?

14. (a) What are the factors affecting morale?

Or

- (b) What is the concept of morale?

15. (a) What is meant by participative management?

Or

- (b) Write a note on quality of work life.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)  
Each answer should not exceed 600 words.

16. (a) Bring out the steps in training and development process.

Or

- (b) How is a training and development programme designed?

Page 5

Code No. : 8678

17. (a) Describe the pros and cons of five management development methods.

Or

- (b) Describe off the job techniques.

18. (a) Explain in detail the traditional and modern methods of performance appraisal.

Or

- (b) Explain the process of job evaluation.

19. (a) What measures can you suggest to raise the level of employee morale in an organization?

Or

- (b) How is morale related to productivity?

20. (a) Bring out the importance and limitations of participative management.

Or

- (b) Review the progress of participative management in India.

Page 6

Code No. : 8678

