

(6 pages)

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PBAE 4 A**

M.B.A. (CBCS) DEGREE EXAMINATION,
APRIL 2020.

Fourth Semester

Business Administration

Elective – TRAINING AND DEVELOPMENT

(For those who joined in July 2016 and afterwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. _____ is the process of improving the performance and potential of managers.
 - (a) Executive Development
 - (b) Training and Development
 - (c) Career Development
 - (d) Career planning

2. _____ is the formal and systematic modification of behavior through learning which occurs as a result of education, instruction, development and planned experience.
- (a) Training (b) Development
(c) Education (d) None of the above
3. _____ means a person learn a job by actually doing it.
- (a) Off the job training
(b) Case study
(c) On the job training
(d) None of the above
4. _____ is a developmental method in which the manager is presented with a written description of an organizational problem to diagnose and solve.
- (a) Job rotation (b) Lecture
(c) Job description (d) Case study
5. _____ is a process of moving management trainees from department to department to broaden their understanding of all parts of the business.
- (a) Job rotation (b) Job enrichment
(c) Job enlargement (d) None of the above

6. The process of training begins with _____ stage
- (a) Evaluation (b) Assessment
(c) Development (d) Learning
7. _____ is the process of enhancing feeling of self efficiency and a sense of owning a job
- (a) Job design (b) Job analysis
(c) Empowerment (d) None of the above
8. When subordinates are involved in decision making at all levels, the resultant concept is _____.
- (a) Knowledge management
(b) Education management
(c) Participative management
(d) None of the above
9. _____ can be measured by collecting morale information.
- (a) Morale (b) Attitude
(c) Perception (d) None of the above

10. _____ is concerned about the impact of work on people as well as on organizational effectiveness and the idea of participation in organizational problem solving and decision making.
- (a) Quality of work life
 - (b) Quality circle
 - (c) Morale building
 - (d) Attitude formation

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) Explain the term 'training and development'.
- Or
- (b) Bring out the steps in training and development process.
12. (a) What are the components of Management Development Programme?
- Or
- (b) Bring out the importance of Management Development.

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

Or

- (b) What do you understand by Management by Objectives (MBO)?

14. (a) What is the concept of morale? How is morale related to productivity?

Or

- (b) What are the determinants of high morale?

15. (a) Explain the meaning of 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) Explain the process of training need analysis and its importance.

Or

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

17. (a) What are the factors inhibiting Management Development? Explain.

Or

- (b) Explain in detail on the job techniques and off the job techniques in training and development.

18. (a) Explain in detail Traditional and Modern methods of performance appraisal.

Or

- (b) Explain the steps in Management by Objective process.

19. (a) Describe the various factors affecting morale.

Or

- (b) What measures can you suggest to raise the level of employee morale in an organization?

20. (a) Review the progress of participative management in India.

Or

- (b) Describe the various methods of achieving employee participation.
