



JAIPURIA INSTITUTE OF MANAGEMENT, NOIDA
PGDM / PGDM (M) / PGDM (SM)
V TRIMESTER (Batch 2020-22)
END TERM EXAMINATION, JANUARY 2022

Course Name	Learning and Development	Course Code	HR504
Max. Time	2 Hours	Max. Marks	40 MM

Instructions:

- All the questions are compulsory and carry 10 marks each.
- Overall Permissible Plag. is 10%, Penalty Clause: 11-20 % - Minus 5 Marks, above 20% - No Evaluation/Reappear Exam
- Be precise and objective in your answers.

Q1. Suppose you are designing a training programme for a group of 100 employees working in IT sector. These employees come from a wide range of ethnic and cultural backgrounds and have different educational and experience backgrounds relative to the content of the training. Identify training design features would you use to address these constraints? **(10 Marks)**

Q2. Describe how would you go about analyzing the future training needs of your Institute with respect to placement. **(10 Marks)**

Q.3 Deepti has been employed for six months in the accounts section of a large manufacturing company in Faridabad. You have been her supervisor for the past three months. Recently you have been asked by the management to find out the contributions of each employee in the Accounts Section and monitor carefully whether they are meeting the standards set by you. A few days back you have completed your formal investigation and with the exception of Deepti, all seem to be meeting the targets set by you. Along with numerous errors, Deepti's work is characterized by low performance – often she does 20 percent less than the other clerks in the department.

As you look into Deepti's performance review sheets again, you begin to wonder whether some sort of remedial training is needed for people like her.

Questions

- As Deepti's supervisor, critically evaluate whether the poor performance is due to poor training or to some other cause? **(10 Marks)**
- If you find Deepti has been inadequately trained, how do you go about introducing a remedial training programme? **(10 Marks)**
