



**JAIPURIA INSTITUTE OF MANAGEMENT, NOIDA**

**PGDM / PGDM (M) / PGDM (SM)**

**V TRIMESTER (Batch 2023-25)**

**END TERM EXAMINATION, MARCH 2025**

**REAPPEAR EXAM**

Course Name	Learning and Development	Course Code	20329
Max. Time	2 Hrs	Max. Marks	40

Instructions: *Attempt all questions*

**PART – A (30 Marks)**

Q1. "A multinational company is planning to implement a large-scale employee training program to enhance digital literacy and technical skills across its regional offices. As a training coordinator, outline the essential logistics required for conducting the training, the process of sourcing suitable trainers and key considerations in arranging the sessions. Support your answer with industry-specific examples." (10 Marks)

Q2. As a Training Manager in an FMCG company, you are responsible for assessing the effectiveness of a recently implemented training program for sales and supply chain employees. Discuss the key metrics that should be used to evaluate the impact of training. (10 Marks)

Q3. Why Training and Development should be an investment not an expense in companies? Justify it with examples (10 Marks).

**PART – B (10 Marks)**

**Case Study**

MedCare Hospital is a 300-bed multi-specialty hospital that has been experiencing challenges in patient care and operational efficiency. Recent patient feedback surveys indicate a 15% rise in complaints related to slow response times, lack of communication from nurses, and improper handling of medical equipment. Additionally, the hospital's infection control audit revealed gaps in hygiene compliance among staff. To address these challenges, the hospital's HR and Training Department initiated a Training Need Analysis (TNA) to identify key skill gaps and implement targeted training interventions.

Q4. "As a training manager at MedCare Hospital, outline the steps involved in conducting an effective Training Need Analysis (TNA). (10 Marks)

*Best Wishes*