JAIPURIA INSTITUTE OF MANAGEMENT, NOIDA

PGDM / PGDM (M) / PGDM (SM)

V TRIMESTER (Batch 2023-25)

END TERM EXAMINATION, JANUARY 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. Define the concept of Training Need Analysis (TNA). Explain with an example how TNA is done in an organization (10 Marks).

Q2. Discuss the Kirkpatrick model for evaluating training. If you are the training manager, what criteria would you adopt for organizing a training programme for your own company? (10 Marks)

Q3. You are working as the head of training of a well-known organization. Design a training programme for the 'sales force' of one of your clients engaged in retail business. The client wants the programme to be for three days. Explain what the content of the training would entail, the methods you would use, and the instructional media and equipment you would want and why. Also, what type of room setup and the number of sessions would you need and why? (10 Marks)

PART – B (10 Marks)

Case Study

Is Rohan in need of Training?

Rohan has been employed for six months in the accounts section of a large manufacturing company in Faridabad. You have been his 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 completed your formal investigation and apart from Rohan, all seem to be meeting the targets set by you. Along with numerous errors, Rohan's work is characterized by low performance – often he does 20 percent less than the other clerks in the department. As you investigate Rohan's performance review sheets again, you begin to wonder whether some sort of remedial training is needed for people like him.

Q4. If you find Rohan has been inadequately trained, how do you go about introducing a remedial training programme? Please ensure that it addresses the whole process of training need analysis. (10 Marks)

Best Wishes