

JAIPURIA INSTITUTE OF MANAGEMENT, NOIDA

PGDM / PGDM (M) / PGDM (SM)

V TRIMESTER (Batch 2017-19)

END TERM EXAMINATION, DECEMBER 2018

SET - 2

Course Name	Training and Development	Course Code	HR 502
Max. Time	2 Hrs	Max. Marks	40

Instructions: **Attempt all questions**

PART – A

1. Define the concept of Training Need Analysis. Explain with an example how TNA is done in an organization (10 Marks).
2. 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)
3. 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 should be for three days. Describe 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

Case Study (10 Marks)

Mrs. Rama Devi worked for 20 years in the Horlicks Biscuits Ltd. She joined very recently the Nutrine Biscuits Ltd., as the production manager. She was supposed to attend a routine departmental heads meeting last Friday at 4.30 pm, which was presided over by the MD of the company. She didn't attend the meeting as there was no formal or informal communication to her. The MD didn't like her absence as there were many important items to be discussed regarding production department. Mrs Rama Devi was called by the MD on the next day and asked explanation for not attending the meeting. Mrs Rama Devi replied that there was no information. The secretary said that it was a routine meeting and such information was not sent to any departmental head. But all other heads, except Mrs. Rama Devi, attended the meeting. Then, the MD spent a lot of time to find out the man, who is responsible for the incident, but he could not succeed.

1. Who is responsible for the occurrence for such a mistake?
2. Find out the reason for the incident. How do you propose to solve such problems in future?