Reg. No. \_\_\_\_\_\_\_\_\_\_\_\_\_

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**End Semester Examination – Nov / Dec – 2019**

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| **Code :** | **18MS3063** | **Duration :** | **3hrs** |
| **Sub. Name :** | **TRAINING AND DEVELOPMENT** | **Max. Marks :** | **100** |

**ANSWER ANY FIVE QUESTIONS (5 x 20= 100 Marks)**

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| **Q. No.** | **Sub Div.** | **Questions** | **Course**  **Outcome** | **Marks** |
| 1. | a | Describe the training design process in an organization. | CO2 | 10 |
| b | What do you understand by faculty model of training department? What are the strengths and weaknesses of this model? | CO2 | 10 |
|  | **(OR)** |  |  |
| 2. | a. | Employees need meaningful training content. Do you agree? What are the techniques for convincing the trainees that the training program content is meaningful? | CO2 | 10 |
| b. | What do you understand by the term “Andragogy”? Describe the assumptions of adult learning theory evinced by Malcom Knowles. | CO4 | 10 |
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| 3. | a. | Describe as to why the needs assessment is necessary in the instructional design process. | CO1 | 10 |
| b | What do you understand by person analysis? Describe the process for analyzing the factors that influences the employee performance and training. | CO1 | 10 |
|  |  | **(OR)** |  |  |
| 4. |  | Enumerate the various methods of needs assessment techniques and their relative advantages and disadvantages. | CO1 | 20 |
|  |  |  |  |  |
| 5. | a. | ‘Employees learn best when they understand the objectives of the training program’. Explain this statement. | CO2 | 10 |
| b. | ‘Once identified the training objectives, it must be sequenced in such a way so as to enhance the learning activities in the training program’. Describe the methods by which such sequencing can be carried out. | CO2 | 10 |
|  |  | **(OR)** |  |  |
| 6. | a. | Describe the features of an effective lesson plan. | CO2 | 10 |
| b. | What do you understand by the term ‘training objective’? What are the characteristics of a training objective? | CO2 | 10 |
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| 7. | a. | Describe in brief ‘Krikpatrick four level framework’ of evaluation of training. | CO3 | 10 |
| b. | Briefly narrate the different types of evaluation designs of training. | CO3 | 10 |
|  |  | **(OR)** |  |  |
| 8 | a. | What do you understand by learner reaction training? How do you measure the same? | CO3 | 10 |
| b. | Discuss about the various considerations in choosing an evaluation design. | CO3 | 10 |
|  |  | **Compulsory:** |  |  |
| 9 |  | Case Study:  A small group of U.S. plastics companies have enacted the Global Standards for Plastic Certification (GSPC) training program. The program is modeled after a series of globally recognized protocols, to make certain workers have an in-depth knowledge of manufacturing, safety, quality, and other elements of a business. GSPC is the sole structured certification program in the world for the plastics sector. It is available for numerous processing strategies and has three levels of certification. Level 1 concentrates on general knowledge of a company, with limited processing instruction. Level II focuses more on the manufacturing procedures and the ability to track and maintain product quality. Finally, Level III focuses on advanced knowledge of injection molding and the ability to use this information on the manufacturing floor. Every level mandates a larger comprehension of and responsibility for the business’s specific procedure and the facility overall, and to move on to the next level a worker must pass an oral standardized test.  (Q) Describe the different types of instructional characteristics that you believe each level of this program should have for learning to occur and workers to pass the oral standardized test. | CO2 | 20 |
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