

*Program: MHRDM (Batch2018-21), Semester-III, End Term Exam paper; Subject: **Learning and Development***

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Program: MHRDM (Batch2018-21) Semester-III
Subject: Learning and Development
(End Term Examination)

Maximum Marks: 50

Date: 22/11/2019

Duration: 3 hours

Instructions

1. Attempt all Questions

QUESTION 1 any one (15 Marks)

- a. What are the important principles of Adult learning? How does knowledge of principles of Adult learning improve the design of a T and D program?
- b. ADDIE has often been called a process model, critically evaluate the use of ADDIE and its utility for training and development.

QUESTION 2 any two (15 Marks)

1. Distinguish between training, development and education.
2. Distinguish between the role of a trainer and the role of a training manager.
3. Training Need Analysis.
4. Formative Evaluation and Summative Evaluation.

QUESTION 3 (10 Marks)

- a. You have been appointed as a training head of Shoppers Stop. How will you assess and analyze the training needs of the customer service executives, area managers and store managers? Provide a rationale for your answer-04 marks

QUESTION 4 (10 Marks)

Fred recently became a manager at a local; hardware store that employs about six managers and 50 non-management employees. With the coming of the larger chains such as Builders Square to the area, the owner is concerned about losing many of his customers because he cannot compete on the basis of price. The management team met

and discussed its strategic response. It determined that the hardware store would focus on particular items of hardware and make personalized service the cornerstone of its effort. Fred's responsibility was to train all non-management employees in good customer relation skills; he was given a budget of Rs. 70,000. The owner gave Fred a number of brochures sent to the company over the past few months.

One of the brochures boasted, "Three-day workshop; Rs 35,000. We will come in and train all your employees (maximum of 50 per session) so that any customer who comes to your store once will come again".

Another said, "One-day seminar on customer service skills. The best in the country. Only Rs. 8,000 (maximum participants 70)."

A third said, "Customer satisfaction guaranteed on our customer satisfaction training for sales clerks. Three-day workshop, Rs. 25,000. Maximum participants 25 to allow for individual help."

Fred liked the third one, because it provided personalized training. He called the company in to talk about its offering. The consultant said that by keeping the number small, he would be able to provide actual work simulations to reflect the hardware store. Fred noted they would need two sessions and asked the consultant if he could take a few more per session to accommodate the 55 employees. The consultant agreed. The training went ahead, and the cost was under budget by Rs 30,000.

Questions

1. Do you agree with Fred's choice? Why?
2. What else might Fred do before choosing a training package? Describe your approach in some detail
3. If training went ahead as indicated, how successful do you think it would be?

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