

School of Business

BBA
ETE - Jun 2023

Time : 3 Hours

Marks : 100

Sem IV - D1UA411T - Training and Development

Your answer should be specific to the question asked

Draw neat labeled diagrams wherever necessary

1. Explain the different types of costs incurred in a training program. K2 CO1 (5)
2. Define the Gap concept in training terms. K2 CO2 (5)
3. Explain the different opportunities and challenges associated with training. K2 CO1 (5)
- 4) Identify and Explain how you would determine if employees had the reading level necessary to succeed in a training program. How would you determine if employees had the necessary computer skills needed to use a Web-based training program? K4 CO4 (10)

OR

- Identify and explain the factors that influence performance and learning in an organisation? K4 CO4 (10)
5. Analyze the importance of different training methods and explain which method is commonly used in organisations. K2 CO2 (10)
6. Explain the process of proposing a one day workshop on effective communication? K4 CO3 (10)
7. Identify and explain ADDIE Model K3 CO3 (10)
- 8) Discuss and explain What can be done to motivate companies to evaluate training programs? K5 CO6 (15)

OR

- Design a training program for your employees(i.e Industry/ Level of employees of your choice); also explain the main areas you'll focus on in designing it.. K5 CO6 (15)
9. **Read the following case to answer the question-** K5 CO5 (15)
The 100-employee information technology department of a financial services company had a high turnover rate. A survey of employees revealed that the reason most left was dissatisfaction with the level of training. The average turnover rate was 23 percent per year. The cost to recruit and train one new employee was \$56,625. To address the turnover problem, the company developed a skills training program that averaged 80 hours per year per employee. The average employee wage was \$35 per hour. Instructor, classroom, and other costs were \$170,000.
Questions-
 - a. What is the total cost of training? The total cost of turnover?
 - b. If the turnover rate dropped 8 percent (from 23 percent to 15 percent), what was the financial benefit of the training program?
 - c. What was the ROI of the training program?
 - d. How much would the turnover rate have to be reduced (from 23 percent) for the training program to show a benefit?
10. Identify the strengths and weaknesses of different evaluation designs K4 CO5 (15)