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School of Business
Bachelor of Business Administration
Mid Term Examination - May 2024

Duration : 90 Minutes
Max Marks : 50

Sem IV - D1UA411T - Training and Development

General Instructions

Answer to the specific question asked

Draw neat, labelled diagrams wherever necessary

Approved data hand books are allowed subject to verification by the Invigilator

- 1) It has been observed that classroom-based training programmes (lecture class discussion, role play games, etc) are used so much more than individualised approaches to training within the organization. Do you think these choices are appropriate? Apply your understanding to assess the suitability of both types of training programs. K3 (6)
- 2) At Altrusem Inc., a leading software development company known for its commitment to innovation, the adoption of traditional training methods played a pivotal role in shaping the skills and expertise of its workforce. Recognizing the importance of a well-trained team in the rapidly evolving tech industry, Altrusem invested in comprehensive training programs that blended time-tested methodologies with modern technology. K3 (9)

In the case of a recent project, the company aimed to enhance its employees' proficiency in a new programming language crucial for an upcoming software development endeavor. Altrusem Inc. employed a traditional classroom training approach, where experienced instructors guided employees through the fundamentals of the programming language.

Altrusem Inc.'s strategic approach to identify training methods is based on equipping its workforce with the necessary skills and promote a sense of camaraderie and collaboration.

Question:

Construct a robust training framework integrating traditional and modern methods to enhance the proficiency of workforce at Altrusem Inc.

- 3) List the key principles that differentiate andragogy from pedagogy in terms of the learning styles and characteristics of adult learners versus child learners? Provide specific examples to illustrate these distinctions. K4 (4)
- 4) Mr. Shrikant is a senior manager of a reputed manufacturing Company who is engaged in manufacturing wooden furniture for more than 35 years. He has 25 employees in his department working under him who all are skilled and efficient in their own way. For the past 3 years the market for the company's goods has been steadily growing and the majority of his staff have met by the changing expectations of customers. However one employee in particular, Gopal has not kept up with the pace. Gopal has been with this corporation for over 20 yrs and is now 56 yrs old. He is a friendly man and is liked by all his peers as he keep on motivating them with his positivity and experience. The company has always considered Gopal dependable and loyal. Through the years, he has been counted as an asset to the company, but at the age of 56, he has gone into an age of semi-retirement. Gopal's productivity has been slow down as he is not able to learn and accept new techniques that have become the need of the hour of manufacturing organizations. Shrikant wishes to change this situation. He wants to motivate Gopal by teaching him new manufacturing techniques so that his efficiency matches that of his younger peers. To do this Gopal must begin to do more than just put in his time Unlike the majority of new employees, Gopal is an old man, who within a few years will reach the age of retirement. He tries to convince Gopal but found that he is reluctant to change his behavior.
Q. Examine the key factors influencing Gopal's reluctance to adopt new manufacturing techniques, and outline strategies that Mr. Shrikant can implement to motivate Gopal to embrace change and enhance his efficiency within the evolving manufacturing landscape. K4 (8)
- 5) Based on the Statista projection for the global corporate e-learning industry, with an estimated growth to almost 45 billion U.S. dollars by 2028, analyze the implications and opportunities this significant expansion hold for organizations in terms of workforce development, training methodologies, and the overall landscape of e- learning? K4 (8)
- 6) "Data plays an important role in the right decision making process"
Assess the diverse sources of data crucial for training needs analysis, emphasizing the pivotal role data plays in facilitating informed decision-making processes within organizations. K5 (5)

7) In the dynamic realm of Learning and Development (L&D), the incorporation of Generative AI is reshaping how businesses and organizations, such as Wipro, IBM etc. approach training and education. This innovative technology is ushering in a transformative era, empowering L&D teams to streamline content creation by generating realistic and contextually relevant scenarios, case studies, and simulations. Wipro is at the forefront of leveraging Generative AI to engage learners effectively and facilitate streamlined skill development and knowledge transfer within their workforce. This automation not only enhances efficiency but also meets the escalating demand for high-quality, personalized learning experiences.

Moreover, these IT giants harnesses Generative AI to create interactive and adaptive learning materials, providing real-time feedback, customized assessments, and intelligent recommendations. This not only elevates the effectiveness of learning programs but also contributes to a more personalized and engaging educational environment. Generative AI assumes a pivotal role in knowledge management, supporting collaborative learning by extracting, organizing, and generating insights from vast amounts of data. This strategic implementation provides knowledge sharing across the organization, enriching the overall organizational learning experience.

As Generative AI becomes an integral part of the learning landscape, it presents a new upskilling challenge for organizations like Wipro & IBM. According to a 2024 survey by TalentLMS, a notable 67% of employees expressed the need for additional generative AI upskilling and training support. This specifies the importance for L&D leaders at these organisations to not only adopt Generative AI but also collaborate with business leaders and department heads. Together, they can tailor specific use cases to individual departments, ensuring that the workforce is equipped with the requisite skills to fully leverage the benefits of this transformative technology. It is imperative for L&D leaders to proactively understand and implement Generative AI, making it an invaluable asset in shaping the future of workplace learning and skill development.

Question:

1. Appraise the strategic impact of Wipro & IBM's integration of Generative AI in Learning and Development, considering its effectiveness in streamlining content creation and enhancing personalized learning experiences.
2. Evaluate the efficacy of Generative AI implementation in fostering collaborative learning and knowledge sharing across the organization, and assess its role in addressing the upskilling challenges highlighted in the 2024 TalentLMS survey.