

C 21056

(Pages : 3)

Name.....

Reg. No.....

SIXTH SEMESTER B.B.A. DEGREE EXAMINATION, MARCH 2017

(CUCBCSS—UG)

BBA VI B 15—MANAGEMENT TRAINING AND DEVELOPMENT

Time : Three Hours

Maximum : 80 Marks

Part I (Objective Questions)

Answer all ten questions.

Choose the correct answer.

1. Which of the following is not true about training ?
 - (a) It is primarily for managers and executives.
 - (b) It is a short duration exercise.
 - (c) It is technical in nature.
 - (d) It is concerned with specific job skills.
2. Training needs have in general been classified into :
 - (a) Individual needs.
 - (b) Group needs.
 - (c) Unit level needs.
 - (d) All of these.
3. Which of the following includes under techniques of training ?
 - (a) On the job training method.
 - (b) Informal training.
 - (c) Role playing method.
 - (d) All of the above.
4. Off the job training methods include(s) :
 - (a) Lecture method.
 - (b) Conference method.
 - (c) Role playing method.
 - (d) All of the above.
5. The basket training method means :
 - (a) Development of decision skills.
 - (b) Development of institute.
 - (c) Development of resources.
 - (d) Development of production.

Turn over

Fill in the blanks :

6. The process of assessing the effectiveness of training is called _____.
7. When trainees are attached to senior workers, it is called _____.
8. Laboratory training is also known by the name _____.
9. _____ is the strategies, techniques and approaches that teacher or trainers can use to facilitate learning.
10. _____ is a comprehensive management process focussing on the continuous improvement of organisational activities to enhance the quality of goods and services supplied.

(10 × 1 = 10 marks)

Part II (Short Answer Questions)

Answer any eight out of the ten questions in two or three sentences.

11. Define training.
12. What is development ?
13. Define management development.
14. What is T- group training ?
15. What is transactional analysis ?
16. Define attitude.
17. What do you mean by lectures ?
18. What do you mean by knowledge management ?
19. What do you mean by position rotation ?
20. What is communication training ?

(8 × 2 = 16 marks)

Part III (Short Essay Questions)

Answer any six out of the eight questions in about 200 words.

21. What are the principal objectives of training and development ?
22. Explain the role of a training manager.
23. Explain the technical competencies required for training managers.
24. What are the characteristics of training function ?
25. What is the importance of management development ?

26. What are the fundamentals of total quality management ?
27. What are the objectives of leadership training ?
28. What are the elements of knowledge management ?

(6 × 4 = 24 marks)

Part IV (Essay Questions)

Answer any two out of the three questions in about 800 words.

29. Briefly explain the training methods and techniques.
30. What are the strategies of attitudinal training ?
31. Explain the components of management development programme.

(2 × 15 = 30 marks)