

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.)

EXAMINATION: MAY - 2025

SEMESTER - IV

Sub.: Training and Development (BBA23-415HRM)

Date : 24/05/2025

Total Marks : 60

Time: 2.00 pm to 4.30 pm

Instructions: 1) All questions are compulsory.
 2) Figures to the right indicate full marks.

Q. 1. Choose the most appropriate option. (05)

1. What is the main goal of employee training?
 - a) To increase employee salaries
 - b) To improve employee skills and performance
 - c) To reduce company expenses
 - d) To replace existing employees
2. Which of the following is NOT a method of training?
 - a) On-the-job training
 - b) Classroom training
 - c) Social media scrolling
 - d) E-learning
3. What is the first step in the training process?
 - a) Conducting a training evaluation
 - b) Identifying training needs
 - c) Implementing training programs
 - d) Measuring performance
4. Which type of training involves learning while performing the actual job?
 - a) Off-the-job training
 - b) On-the-job training
 - c) Virtual training
 - d) Classroom training
5. What does the acronym "TNA" stand for in training?
 - a) Training Needs Assessment
 - b) Talent Network Association
 - c) Technical Navigation Approach
 - d) Training and Networking Activities

Q. 2. State True / False (05)

1. Training is only necessary for new employees.
 - a) True
 - b) False
2. Development focuses on long-term career growth, while training is more job-specific.
 - a) True
 - b) False
3. On-the-job training takes place in a real work environment.
 - a) True
 - b) False
4. E-learning refers to training conducted through online platforms.
 - a) True
 - b) False
5. Cross-training helps employees learn skills beyond their current job role.
 - a) True
 - b) False

Q. 3. Write Short notes on (Any Three) (15)

1. Skills of a trainer
2. Modern training methods
3. Concept of remote workforce
4. Employee retention strategy
5. Competency-based training program

Q. 4. Answer in detail (Any Two) (20)

1. What are the key differences between in-house trainers and outsourced training professionals in terms of effectiveness and cost?
2. Why is it important to involve different stakeholders in the training needs assessment process?
3. How would you incorporate gamification into a training program to enhance employee engagement?
4. What is the purpose of a training needs assessment in an organization?

Q. 5. Case study (15)

Mr. Arjun, the HR Manager of ABC Pvt. Ltd., faced a serious concern—employees were leaving the company immediately after completing their training program. This unexpected turnover had become a recurring issue, leading to wasted resources, disrupted workflows, and increased hiring costs. Despite efforts to retain talent, the pattern persisted, affecting overall productivity and morale. The most troubling part was that the exact reason for these resignations remained unclear. Exit interviews provided vague responses, and employees were hesitant to share their true concerns. Suspecting underlying issues, Mr. Arjun decided to present this problem before the company's management.

In a meeting with senior leaders, he outlined the severity of the situation, emphasizing the financial and operational losses caused by frequent employee departures. He highlighted that recruitment, training, and onboarding required significant investment, which was going to waste as trained employees left before contributing meaningfully. Furthermore, he pointed out that the company's reputation could suffer if this trend continued. Mr. Arjun proposed conducting an in-depth analysis, including anonymous employee surveys and industry benchmarking, to uncover the root cause. He urged the management to take immediate action, emphasizing that unless the problem was identified and resolved, the company would struggle to retain skilled talent.

Questions:

1. What are the primary reasons employees are leaving after completing the training program?
 2. Are there specific patterns or trends in employee turnover, such as departments, job roles, or experience levels?
 3. How does our compensation, career progression, and work environment compare to competitors in the industry?
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