

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

**EXAMINATION: MAY - 2025**

**SEMESTER - V**

**Sub.: Training and Development (BBA22-515HRM)**

**Date : 31/05/2025**

**Total Marks : 60**

**Time: 10.00 am To 12.30 pm**

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

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

1. Which of the following is a disadvantage of on-the-job training?
  - a) Employees learn faster
  - b) It is cost-effective
  - c) It can lead to errors while learning
  - d) Employees get hands-on experience
2. Which of these is an example of off-the-job training?
  - a) Job shadowing
  - b) Internship
  - c) Classroom lectures
  - d) Working on a real project
3. What is the purpose of a training evaluation?
  - a) To determine the effectiveness of training programs
  - b) To fire untrained employees
  - c) To reduce the number of employees
  - d) To check if employees attend training
4. Coaching is a training method where:
  - a) Employees learn through self-study only
  - b) A manager or senior employee guides an employee
  - c) Employees are left to figure out tasks alone
  - d) Only online learning is used
5. What is the main advantage of online training?
  - a) It is always expensive
  - b) Employees can learn at their own pace
  - c) It requires employees to travel
  - d) It is only useful for technical skills

**Q. 2. State True / False (05)**

1. Performance appraisals can help identify employee training needs.
  - a) True
  - b) False
2. Role-playing is a training technique used to develop problem-solving and decision-making skills.
  - a) True
  - b) False
3. All employees learn at the same pace, so training programs should not be customized.
  - a) True
  - b) False
4. Employees who receive regular training are more likely to stay with the company.
  - a) True
  - b) False
5. Training is a one-time activity and does not need to be repeated.
  - a) True
  - b) False

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

1. Challenges of a trainer
2. Traditional training methods
3. Mentoring
4. Career planning
5. Outsourcing of training program

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

1. What methods would you use to identify training needs within an organisation?
2. Define technology based training. Suggest some methods that come under technology based training.
3. To what extent does investing in training and development impact an organization's long-term success?
4. Which training style—interactive, lecture-based, or hands-on—do you think is most effective for professional skill development? Support your answer with reasons.

**Q. 5. Case study (15)**

At a mid-sized manufacturing company, a group of newly hired employees recently underwent a week-long technical and safety training program conducted by an external trainer, Mr. Raghav. During the sessions, Mr. Raghav appeared highly knowledgeable and engaging. He reassured the trainees multiple times that his support would extend beyond the training period, and that they could reach out to him at any time for clarification, guidance, or hands-on assistance while applying what they had learned on the job.

Encouraged by his openness, the trainees felt confident that they had a reliable point of contact in case they faced any difficulties later. However, once the training concluded and the employees began their actual work, some of them encountered practical challenges related to machinery handling and safety protocols. As instructed, they attempted to reach out to Mr. Raghav through phone calls and emails.

To their surprise and disappointment, there was no response. Several calls went unanswered, and emails remained unacknowledged. Days turned into weeks, and there was still no follow-up or communication from Mr. Raghav. This left the trainees confused and unsupported, especially since they were still new to the operational environment and had trusted his commitment.

**Questions:**

1. How must have the lack of post-training support impacted the trainees' performance, confidence, and overall application of the training on the job?
  2. What measures can be taken in the future to evaluate and ensure trainer reliability, including mechanisms for feedback, follow-up, and contractual obligations?
  3. Suggest a suitable title for this case.
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