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MASTER OF BUSINESS ADMINISTRATION (M.B.A.)
EXAMINATION: MAY - 2025
SEMESTER - III

Sub.: Training & Development (MHRM 304)

Date : 27/05/2025

Total Marks : 60

Time: 10.00am to 12.30pm

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

- Q. 1. Write Short notes on (Any Three) (15)**
1. Classroom-based training
 2. Significance of Training evaluation
 3. Kirkpatrick's Four Levels of Evaluation
 4. Important of follow-up after training
 5. Need of communication for a trainer
- Q. 2. Answer in detail (Any One) (10)**
1. What do we mean by training? Why is training important in the workplace?
 2. Is group training better than individual learning? Why?
- Q. 3. Answer in detail (Any One) (10)**
1. What do you understand by "training methods"? Why are different training methods used?
 2. Have you learned something through online training or e-learning? Do you prefer videos and simulations over lectures?
- Q. 4. Answer in detail (Any One) (10)**
1. Do you think virtual reality or AI will change training in the future? Is technology helpful for self-paced learning?
 2. What help do employees need after training? Can follow-up sessions improve work performance?
- Q. 5. Case study (15)**

TechNova Solutions, a mid-sized IT company, has recently invested in a state-of-the-art Learning Management System (LMS) and virtual reality (VR) tools to modernize its employee training programs. The management believes that using the latest technology will enhance learning outcomes, improve engagement, and allow for more flexible, interactive training experiences. These tools include pre-recorded training modules, VR simulations for hands-on technical tasks, and AI-driven assessments to track individual progress.

To roll out this new approach, the HR department schedules a series of onboarding sessions for the trainers. However, Mr. Rajiv Malhotra, one of the senior trainers with over 20 years of experience, expresses his discomfort with the shift. Rajiv has always conducted training in a traditional classroom setting, using whiteboards, printed materials, and face-to-face interactions. He feels that the human connection and real-

time interaction are essential for effective learning—something he believes the new system lacks.

During a meeting with HR and other trainers, Rajiv raises concerns about the impersonal nature of technology-based training. He worries that not all trainees will adapt well to learning through screens or VR headsets. Additionally, he admits to struggling with using the new software and fears it may affect his ability to deliver high-quality sessions.

Questions:

1. The management is now faced with a dilemma: how to integrate new technology into their training programs without alienating experienced trainers like Rajiv. Comment.
 2. What strategies can HR implement to manage resistance to change among long-tenured employees while promoting a culture of continuous learning and innovation?
 3. Suggest a suitable title to the case
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