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BACHELOR OF BUSINESS ADMINISTRATION (B.B.A.) (071) /
BSC IN BUSINESS ADMINISTRATION (755)
EXAMINATION: MAY - 2026
SEMESTER - IV
Sub.: Training & Development
(BBA 23-415HRM/BBA24-415 HRM/BSBA24-415HRM)

Date : 20/05/2026	Total Marks : 60	Time: 2.00 pm to 4.30 pm
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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 best describes development in training?

a) Short-term learning for immediate job performance	b) Long-term growth of employees for future responsibilities
c) Learning only through classroom lectures	d) Learning limited to technical skills
2. A company uses surveys, interviews, and performance data to determine training requirements before designing a program. This practice mainly ensures:

a) Random selection of trainees	b) Effective and relevant training design
c) Reduction of management involvement	d) Elimination of training costs
3. Which modern training method allows employees to learn through simulated real-life situations using digital environments?

a) Role playing.	b) Lecture method
c) Virtual Reality training	d) Apprenticeship
4. Providing mentoring and feedback after training programs is known as:

a) Pre-training analysis	b) Post-training support
c) Training budgeting	d) Job rotation
5. The use of Artificial Intelligence and Learning Management Systems (LMS) in training mainly reflects.

a) Traditional training practice	b) Reduction in employee participation
c) Emerging trends in training and development	d) Elimination of learning methods

Q. 2. State True / False (05)

1. Employee development programs help in preparing employees for future organizational roles.

a) True	b) False
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2. Coaching usually involves short-term guidance while mentoring focuses on long-term career development.

a) True	b) False
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3. Trainers have no role in motivating employees during the training process.

a) True	b) False
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4. Ignoring needs assessment before conducting training may lead to ineffective training

a) True	b) False
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5. Technology-based training can improve accessibility and scalability of training programs.

a) True	b) False
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Q. 3. Write Short notes on (Any Three) (15)

1. Importance of post-training support.
2. Emerging trends in Training and Development.
3. Importance of Training and Development in organizations.
4. Contribution of training towards employee growth.
5. Any two traditional training methods.

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

1. Explain the various inputs required for effective Training and Development programs.
2. Compare advantages and disadvantages of traditional and modern training methods
3. Taking an example of a leading company, discuss career planning and development program of it.
4. Explain the concept and process of competency mapping.

Q. 5. Case study (15)

BuildRight Corp, a leading infrastructure firm, recently invested \$500,000 in a comprehensive training program to transition its 300 site managers toward "Green Construction" and "AI-Driven Site Monitoring." While the initial workshops received high satisfaction scores, a follow-up audit two months later revealed a "Knowledge-Action Gap": only 15% of managers were actively using the new technologies in their daily operations. Investigations showed that the complexity of the new tools, combined with the high-pressure environment of active construction sites, caused employees to revert to traditional, less efficient methods the moment they encountered a technical hurdle or forgot a specific protocol from the classroom session.

To bridge this gap and truly enhance the workforce, BuildRight shifted its strategy from a "one-time event" to a continuous support ecosystem. They introduced "Performance Support Tools," including QR-coded micro-videos and an AI-powered "Knowledge Bot" that provided instant, on-site troubleshooting. Recognizing they could not maintain this level of expertise alone, they formed strategic "Triple-Helix Partnerships" with a local Technical University for ongoing research access and with the technology vendors themselves, who provided "Embedded Trainers" to co-pilot complex tasks with the staff. This move transformed the training from a fleeting memory into a sustainable organizational capability, ultimately increasing tech adoption to 85% and fostering a culture of continuous improvement.

Questions:

1. Analyze the "Knowledge-Action Gap" identified at BuildRight Corp. Why post-training support (such as AI bots and QR codes) is considered more critical for workforce enhancement than the initial classroom training itself in a high-pressure technical environment?
 2. Evaluate the role of "Triple-Helix Partnerships" (Industry, Academia, and Vendors) in this case. How does shifting from "Internal-Only Training" to a "Partnership Model" protect a company's training investment against rapid technological obsolescence?
 3. How can the company prove that the workers are actually better at their jobs now than they were before the training? Suggest three simple ways to measure this improvement.
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