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MASTER OF BUSINESS ADMINISTRATION (M.B.A.)

EXAMINATION: MAY - 2026

SEMESTER - III

Sub.: Training & Development (MHRM304, MBA24-HRM303)

Date : 30/05/2026

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. Nature and importance of Training and Development
2. Needs assessment in the context of training
3. Simulation training
4. Role of a trainer
5. Any three reasons for evaluating training

Q.2. Answer in detail (Any One) (10)

1. Examine how technology has changed the expectations of learners in organizations.
2. Assess whether skill-based training is more impactful than knowledge-based training.

Q.3. Answer in detail (Any One) (10)

1. Examine how poor analysis of needs can lead to ineffective training programs.
2. Critically evaluate the challenges organizations face while conducting needs assessments.

Q. 4. Answer in detail (Any One) (10)

1. Evaluate the need for post-training support in ensuring long-term skill retention.
2. Analyse the impact of virtual reality (VR) and AI-based tools on training effectiveness

Q.5. Case study (15)

The HR department of Zenith Solutions organized a three-day training program on “Digital Process Optimization.” The trainer, Mr. Arvind Mehta, was known for his modern and technology-driven training style. He arrived equipped with advanced tools—interactive simulation software, augmented-reality-based demonstrations, and real-time digital assessments. His approach was fast-paced, highly visual, and dependent on technological engagement.

However, most of the trainees were mid-level employees who had limited exposure to such modern training methods. They were accustomed to traditional classroom teaching with lectures, printed handouts and simple PowerPoint slides. As the training progressed, many employees struggled to navigate the training applications and found the simulations overwhelming. Instead of learning, they spent more time figuring out how the tools worked. This led to frustration, reduced participation, and a visible lack of confidence among the trainees.

Mr. Arvind continued with his planned methodology, assuming that the group would adapt with time. But the gap between the trainer’s modern methods and the trainees’ comfort level widened. By the end of the second day, several participants felt disengaged, but no one openly communicated their concerns. The training remained incomplete and its effectiveness questionable, with the issue still unresolved.

Questions:

1. How would you assess whether the training methods matched the trainees’ skill levels and learning readiness?
2. What steps would you take to bridge the gap between modern training tools and the trainees’ technological comfort?
3. How would you involve both the trainer and trainees in redesigning the training approach without disrupting the ongoing program?