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~~3594~~  
35697

**Subject Training and Development QP code: 35697 (subject code : 78519) (model Solution)**

**Q.1. (A) Fill in the blanks**

1. Training
2. Questionnaire
3. Positive
4. Action
5. HPI
6. Exploratory
7. Job rotation
8. Observation
9. Effectiveness
10. Checklist

**Q.1 (b) True or false**

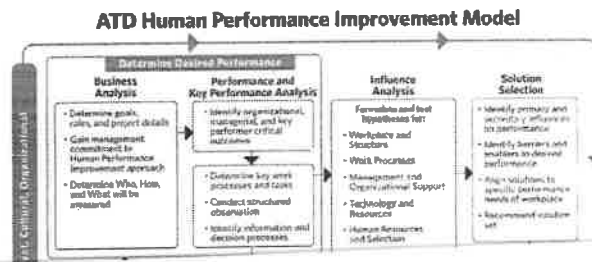
1. True
2. True
3. False
4. True
5. True
6. False
7. False
8. True
9. False
10. True

4. Accelerate pace of change
5. Create awareness
6. Create supportive values
7. Increase knowledge and skill
8. Encourage people to solve problem

#### Importance of OD

- Organizational change
- Growth
- Work processes
- Product innovation
- Developing contractual relationship
- Acceptance of change culture
- Organization self renewal
- Increased motivation

#### (b) Human performance improvement



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#### Q.2.

##### (a) Scope of the Training:

1. Organize training activities
2. Increase productivity
3. Cost effective
4. Improve quality
5. Updated knowledge
6. Globalization

##### Importance of Training:

1. Helps in addressing employee weakness
2. Improvement in workers performance
3. Consistency in duty performance
4. Ensuring worker satisfaction
5. Increased productivity
6. Improved quality of service & product
7. Reduce cost
8. Reduction in the need for supervision

##### (b) Criteria & Designing implementation:

1. Defining the purpose of the training & development & the target audience
2. Determining participation needs
3. Defining the training goals & objectives
4. Outlining the training content
  - Introduction
  - Learning
  - Wrap-up and evaluation
5. Developing instructional activities
6. Preparing the written training and development
7. Preparing participant evaluation forms
8. Determine the follow-up activities of the event

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**Process steps:**

1. Business analysis
2. Performance analysis
3. Data collection
4. Cause analysis
5. Intervention selection
6. Intervention implementation
7. evaluation

Q.4.

**(a) Steps in MDP**

1. Looking at organizational objectives
2. Ascertaining development needs
3. Appraisal of present management talent
4. Management power inventory
5. Individual development programme
6. Establishment of training and development programme
7. Evaluating development programme

**(b) Importance of MDP**

1. Competition for talent that is capable of development
2. The continuous growth and development of business
3. Increasing complexity of business
4. Probable, continued, unsettled, political, economic and social condition
5. The need to press for continually improving performance despite these complicating factor
6. The need to compress the time taken for the manager to become fully competent.

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**Q.5. Short notes**

(a)

1. Star
2. Lone wolves
3. Corporate citizens
4. Apathetic employees

(b)

1. Leaderless discussion
2. Highly experienced evaluation
3. Employees individual & collective evaluation
4. Preparation of summary report.

(c) Organizational has experienced many changes to the ways they operate. The changes are a result of many factors, included the shift to a knowledge economy & the increased streamlining of work activities because of technological innovations. The shift in focus from products to services has encouraged greater recognition of the importance of the knowledge held within organization. Knowledge is the process of translating information and data experience into a meaningful set of relationships which are understood and applied by an individual.

(d)

1. Digitalized global talent pool
2. Succession & career viewpoints
3. Developmental views
4. Business & talent management orchestration

(e) They are the rating scale whose scale point are determined by statement of effective and ineffective behavior. They are said to be behaviorally anchored in that the scales represent a range of descriptive statements of behavior varying from the least to the most effective. A rater must indicate which behavior on each scale best describes an employee's performance. BARS compare an individual performance against specific examples of behavior that are anchored to numerical ratings.