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10MBAHR447

Fourth Semester MBA Degree Examination, June 2012
Learning and Development

Time: 3 hrs.

Max. Marks: 100

Note: 1. Answer FOUR full questions from Q1 to Q7.
2. Q8 is compulsory.

- 1 a. Define learning. (03 Marks)
b. Discuss the classification of learned capabilities as per Robert Gauge. (07 Marks)
c. Illustrate the implications of learning process on instructions. (10 Marks)
- 2 a. What do you understand by “end existence of training”? (03 Marks)
b. “Designing effective training”. Examine the steps involved in this process. (07 Marks)
c. Elaborate the components in the training needs assessment process. (10 Marks)
- 3 a. List the factors affecting transfer of training. (03 Marks)
b. Illustrate the factors affecting the training design. (07 Marks)
c. What are the factors affecting the work environment issues that influences the transfer of training? (10 Marks)
- 4 a. List the merits and demerits of lecture method. (03 Marks)
b. What are the various hands on methods of training? Briefly explain any four. (07 Marks)
c. Examine the concept of virtual reality. Discuss its features of virtual reality systems. (10 Marks)
- 5 a. Define ‘formative evaluation’. (03 Marks)
b. Illustrate the reasons as to why evaluation of training is required. (07 Marks)
c. Discuss the steps involved in the process of succession planning. (10 Marks)
- 6 a. What is meant by career management? (03 Marks)
b. Examine with an example the stages involved in a career. (07 Marks)
c. Elaborate the special challenges in career management. (10 Marks)
- 7 a. What do you understand by rapid instructional design? (03 Marks)
b. Briefly discuss the functional areas of real time extended business in which employees and systems work together. (07 Marks)
c. Provide a detailed overview of the evaluation process. (10 Marks)
- 8 **CASE STUDY**
A HR manger recalls a long time employee, who came to tears because she heard a rumour that workers like her would soon be required to use new equipment with a video screen that provided information in text form. The worker knew her inability to read would be discovered and feared that she would lose her job. Many workers who are illiterate would not be so forth right partly out of embarrassment, partly out of fear. Another HR manager notes, “They will ask for directions many times even though the instruction manual is alongside their machine, some workers always seem to be having problems with their eyesight or their glasses, the truth is that, they simply cannot read”.
a. How would you go about identifying workers who should receive literacy training? (06 Marks)
b. Discuss the differences between general literacy and functional literacy. (07 Marks)
c. How would you decide which of these issues a training program should access? (07 Marks)

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Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.
2. Any revealing of identification, appeal to evaluator and /or equations written eg, 42+8 = 50, will be treated as malpractice.