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10MBAHR447

**Fourth Semester MBA Degree Examination, June / July 2013**  
**Learning and Development**

Time: 3 hrs.

Max. Marks:100

**Note: 1. Answer any FOUR questions, from Q.No.1 to Q.No.7.**  
**2. Q.No. 8 is compulsory.**

- 1
  - a. What is learning? (03 Marks)
  - b. How learning style of Individual is related to learning cycle? (07 Marks)
  - c. Explain the implication of learning process for instruction. (10 Marks)
- 2
  - a. How training and development is related? (03 Marks)
  - b. What are the forces influencing working and learning? (07 Marks)
  - c. What are the different methods of training need assessment? (10 Marks)
- 3
  - a. What is Knowledge? (03 Marks)
  - b. How the work environments influence transfer of training? (07 Marks)
  - c. Explain in brief designing of effective training program. (10 Marks)
- 4
  - a. What is earning tools? (03 Marks)
  - b. Explain how learning management system is useful for organization. (07 Marks)
  - c. What are the different methods of traditional training? (10 Marks)
- 5
  - a. What is ROI of training? (03 Marks)
  - b. What are the reasons for evaluating training? (07 Marks)
  - c. What are the types of evaluation design of training? (10 Marks)
- 6
  - a. What is Career? (03 Marks)
  - b. What are different stages of career development? (07 Marks)
  - c. What are the challenges in career management? (10 Marks)
- 7
  - a. What is Employee Development? (03 Marks)
  - b. What are the key issues in implementing change? (07 Marks)
  - c. What are the different approaches of Employee development? (10 Marks)

**8 CASE STUDY :**

Motorola was founded in 1928 when Galvin brothers, Paul & Joseph set up the "Galvin manufacturing corporation in Chicago, USA. It's first product was a battery eliminator which allowed consumers to operate radios directly using household current instead of batteries.

Motorola trademark was so widely recognized that company's name was changed to Motorola Inc in 1947. Motorola entered into T.V market, launched Research of development facility and became commercial producer and supplier of semiconductor for the sale of other manufacturer.

Motorola started training its employees way back in 1920 and importance of training continued to grow and set its own standard employee development activities in which training was the key element.

During those days when people were recruited for manufacturing company looked for essential qualities – communication, computational skills, problem solving ability in individual capacity and as a team players and willingness to accept working hours.

Quality of output was primary consideration and employees were expected to make full effort to achieve quality. Employee were learning through observation of senior, trial and error method. After conducting various training experiment Motorola came to understand that training involve more than designing and implementing one particular program for a set of employee. To keep improving performance, training should be continuous learning process involving every person in organization. Normally training was an ad-hoc measure where as education gave the recipient a vision. Education was viewed as investment rather than cost. For nearly eight decade, Motorola has been recognized as one of best provider of training to its employees in world.

The Innovative training program of Motorola education and training center started looking after training and development requirement of Motorola employee. The Institute later elevated to a status of a University – Motorola University in 1989. Its training experiment became such a resounding success that employee productivity improved year after year and quality wise became synonymous with perfection. Leading companies all over world visited Motorola's headquarters to study high performance work practices of the company. They discovered Motorola's success was build on strong foundation of learning practices. Motorola has set the corporate standard for investing in education and has demonstrated that training and development pay off in productivity, performance and quality.

**Questions :**

- a. For what Motorola gives the credit of its success? (05 Marks)
- b. "Education should be viewed as an Investment, rather than cost". Explain. (05 Marks)
- c. According to you, what are the things need to be done for employees perfection. (05 Marks)
- d. What could be issues for employee development? (05 Marks)

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