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# PRESIDENCY UNIVERSITY

BENGALURU

## Mid - Term Examinations – October 2025

Date: 08-10-2025

Time: 09.30am to 11.00am

School: SOC/SOM-UG	Program: BBA	
Course Code: BBA3088	Course Name: Training and Development	
Semester: V	Max Marks:50	Weightage:25%

CO - Levels	C01	C02	C03	C04	C05
Marks	26	24	-	-	-

### Instructions:

- (i) Read all questions carefully and answer accordingly.
- (ii) Do not write anything on the question paper other than roll number.

### Part A

Answer ALL the Questions. Each question carries 2 marks.

5Q x 2M=10M

1	Define training.	2 Marks	L1	C01
2	State examples for the differences between training and development.	2 Marks	L1	C01
3	Name any two features of Development program.	2 Marks	L1	C01
4	What is the primary significance of training in an organization?	2 Marks	L1	C02
5	Recall the purpose of Training Needs Analysis (TNA).	2 Marks	L1	C02

### Part B

Answer ALL the Questions. Each question carries 10 marks.

4Q x 10M=40M

6.	Summarize the responsibilities of training managers in planning, implementing, and evaluating training programs.	10 Marks	L2	CO 1
Or				
7.	Explain the objectives of training program in detail.	10 Marks	L2	CO 1

<b>8.</b>	Summarize the major challenges faced by trainers in implementing training and development programs.	<b>10 Marks</b>	<b>L2</b>	<b>CO 1</b>
<b>Or</b>				
<b>9.</b>	A retail company is receiving frequent complaints about poor customer service and lack of soft skills among its front-line staff. Outline the steps of the training process you would follow to improve customer service quality.	<b>10 Marks</b>	<b>L2</b>	<b>CO 1</b>

<b>10.</b>	Classify the Components of Training Needs Assessment (TNA): Organizational, Task, and Person Analysis.	<b>10 Marks</b>	<b>L2</b>	<b>CO 2</b>
<b>Or</b>				
<b>11.</b>	The organization has allocated a very limited budget for training activities this year. As a training manager, how would you ensure that essential training needs are still met within the given constraints. Illustrate the need of proper training program.	<b>10 Marks</b>	<b>L2</b>	<b>CO 2</b>

<b>12.</b>	A new technology platform was introduced in XYZ company, the management noticed a sharp decline in employees' productivity due to inadequate training. Interpret a systematic approach for training program to resolve this problem and improve employees' productivity.	<b>10 Marks</b>	<b>L3</b>	<b>CO 2</b>
<b>Or</b>				
<b>13.</b>	Compare and contrast Democratic, Diagnostic, Compliance, and Analytical training needs. How does Action Research support these needs? Give examples to justify your answer.	<b>10 Marks</b>	<b>L3</b>	<b>CO 2</b>