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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	CO1	CO2	CO3	CO4	CO5
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	CO1
2	State examples for the differences between training and development.	2 Marks	L1	CO1
3	Name any two features of Development program.	2 Marks	L1	CO1
4	What is the primary significance of training in an organization?	2 Marks	L1	CO2
5	Recall the purpose of Training Needs Analysis (TNA).	2 Marks	L1	CO2

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	CO1
Or				
7.	Explain the objectives of training program in detail.	10 Marks	L2	CO1

8.	Summarize the major challenges faced by trainers in implementing training and development programs.	10 Marks	L2	CO 1
Or				
9.	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.	10 Marks	L2	CO 1

10.	Classify the Components of Training Needs Assessment (TNA): Organizational, Task, and Person Analysis.	10 Marks	L2	CO 2
Or				
11.	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.	10 Marks	L2	CO 2

12.	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.	10 Marks	L3	CO 2
Or				
13.	Compare and contrast Democratic, Diagnostic, Compliance, and Analytical training needs. How does Action Research support these needs? Give examples to justify your answer.	10 Marks	L3	CO 2