



PRESIDENCY UNIVERSITY

BENGALURU

Roll No.																			
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End - Term Examinations - December 2025

Date: 10- 12- 2025

Time: 1.00pm to 04.00pm

School: SOC / SOM (UG)	Program: BBA		
Course Code : BBA3088	Course Name: Training and Development		
Semester: V	Max Marks: 100	Weightage: 50%	

CO - Levels	C01	C02	C03	C04
Marks	28	26	35	11

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 2marks.

10Q x 2M=20M

1.	Define training?	2 Marks	L1	C01
2.	Find out the focus of training and development?	2 Marks	L1	C01
3.	Outline the steps in systematic approach to training?	2 Marks	L2	C02
4.	Interpret democratic needs?	2 Marks	L2	C02
5.	Show the meaning of lesson planning?	2 Marks	L2	C03
6.	Outline the meaning of pedagogy?	2 Marks	L2	C03
7.	Extend the SMART learning objectives?	2 Marks	L2	C03
8.	Illustrate the cycle of jobs.	2 Marks	L2	C04
9.	Outline the importance of apprenticeship training?	2 Marks	L2	C04
10.	Infer the full form of ROI in training evaluation.	2 Marks	L2	C04

Part B

Answer ALL the Questions. Each question carries 7 marks.

5Q x 7M = 35M

11.	Find out the roles of trainers in the recent scenario in an organizations.	07 Marks	L1	CO1
Or				
12.	Recall the strategies to overcome the challenges faced by training managers and trainers.	07 Marks	L1	CO1
Or				
13.	Illustrate the importance of training as a strategic function in human resource management.	07 Marks	L2	CO2
Or				
14.	Interpret the steps involved in management of training program.	07 Marks	L2	CO2
Or				
15.	Summarize about instructional objectives in detail.	07 Marks	L2	CO3
Or				
16.	Interpret the key elements of training pedagogy and their influence on adult learning.	07 Marks	L2	CO3
Or				
17.	Outline the importance of a conducive training climate in ensuring learning effectiveness.	07 Marks	L2	CO3
Or				
18.	Explain the learning process with reference to INFOSYS company.	07 Marks	L2	CO3
Or				
19.	Identify the ROI Phillips Model and assess how it can be used to measure training effectiveness.	07 Marks	L3	CO4
Or				
20.	Develop the training module steps in detail.	07 Marks	L3	CO4

Part C

Answer any three Questions. Each question carries 15marks

3Q x 15M=45M

21.	<p>GreenLeaf Logistics observed variability in employee performance. Senior management identified that some employees received informal on-the-job training, whereas others did not. Trainers lacked clarity on what competencies to focus on.</p> <p>What are the roles of training managers in establishing uniform training standards?</p>	15 Marks	L1	CO1
22.	<p>Alpha Engineering Works noted high defect rates in their assembly line. A preliminary investigation revealed outdated skills among employees and ineffective task allocation. HR suggested a detailed Training Need Assessment (TNA).</p> <p>Interpret the components of TNA (organizational, task, and person analysis) relevant to this case.</p>	15 Marks	L2	CO2

23.	<p>A major retail chain introduced a new billing system. Trainers were instructed to train employees within two weeks. Many employees could not complete transactions properly due to unclear lesson plans and inconsistent instructional objectives.</p> <p>Illustrate the significance of structured lesson planning in ensuring successful training outcomes.</p>	15 Marks	L2	C03
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24.	<p>Apply different on-the-job and off-the-job training methods to your organization, with reference to their outcomes, costs, and applicability.</p>	15 Marks	L3	C04
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25.	<p>BlueTech Software Solutions planned a technical upskilling program for its software developers. However, the existing training room was cramped, had fixed seating, inadequate lighting, and poor ventilation. Trainers reported difficulty in conducting group activities, demonstrations, and collaborative exercises. Trainees complained of discomfort and lack of focus during longer sessions. Management realized that the physical space was negatively affecting training outcomes and decided to redesign the room layout with flexible seating, better lighting, and dedicated zones for hands-on practice.</p> <p>Identify the facility planning, particularly training space and design, influences learning effectiveness in technical training environments.</p>	15 Marks	L3	C04
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