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Bengaluru

Mid Term Examinations - October 2026

Date: 08/10/2026 **Time:** 11:45 AM - 01:15 PM

Course Code: BBA3088 **Course Name:** Training and Development

Semester: Fifth Semester **Max. Marks:** 50 **Weightage:** 50%

CO - Levels	CO1	CO2
Marks	46	44

PART A: Answer Following Questions. 10 M

Q.N.	Questions	M	CO	BT
1	Define the term 'Development' in the context of employee growth in an organization.	2	CO1	BT1
2	Name any four benefits that employees gain from a well-designed training programme.	2	CO1	BT1
3	Summarize the role of a Training Manager in an organization.	2	CO1	BT2
4	Explain the ADDIE Model.	2	CO2	BT2
5	Summarize the role of Action Research in identifying training needs..	2	CO2	BT2

PART B : Answer Any 1 Following Questions. 10 M

Q.N.	Questions	M	CO	BT
6	Summarize the meaning of Training and Development. Demonstrate with suitable examples, why organizations need both training and development.	10	CO1	BT2
7	Outline the objectives of training in an organization. Illustrate with suitable examples, how meeting these objectives improves organizational effectiveness.	10	CO1	BT2

PART C: Answer Any 1 Following Questions. 10 M

Q.N.	Questions	M	CO	BT
8	Summarize the roles and responsibilities of a trainer, and illustrate how each contributes to effective training.	10	CO1	BT2
9	"What if we train our employees and they leave? What if we don't train them and they stay?" -A popular saying in HR circles. Summarize the message of the above statement about the value of training, and illustrate with suitable examples how training benefits both employees and the organization.	10	CO1	BT2

PART D: Answer Any 1 Following Questions. 10 M

Q.N.	Questions	M	CO	BT

10	Sunrise Hotels has 80 front-desk and housekeeping staff across its two properties. Guest reviews show frequent complaints about slow check-ins and inconsistent room service. Management wants the staff trained before the tourist season begins in three months. Apply the ADDIE model to organize a training programme for the staff of Sunrise Hotels, stating what should be done at each stage.	10	CO2	BT3
11	HomeFirst Insurance has 120 sales agents. It will launch a new health insurance product next quarter. In a recent review, many agents could not explain policy features clearly to customers, and management wants all agents ready for the launch. Make use of the ADDIE model to organize a step-by-step plan for preparing the agents for the launch, with the activities to be carried out at each stage.	10	CO2	BT3

PART E: Answer Any 1 Following Questions. 10 M				
Q.N.	**Questions**	**M**	**CO**	**BT**
12	Urban Mart, a retail chain, has 300 store staff. This quarter: (i) a new government rule makes food-safety training compulsory for all staff handling packaged food; (ii) in a feedback survey, staff asked for training in handling difficult customers; (iii) complaint data show that the billing staff in one store make frequent billing errors; and (iv) HR's analysis of the company's expansion plan shows that a self-checkout system will be introduced next year, for which the billing staff will need new skills. Based on given information (a) Identify the classification of training need (Analytical, Compliance, Democratic or Diagnostic) reflected in each of the four situations. (b) Apply the three components of Training Need Assessment (Organizational, Task/Job and Person analysis) to organize how the HR head should assess the training need in situation.	10	CO2	BT3
13	Apply the three components of Training Need Assessment (Organizational, Task/Job and Person analysis) to a hospital that wants to improve the patient-handling skills of its nursing staff. Based on your assessment, identify any two training needs and classify each need under the appropriate type of Training Needs Assessment (Democratic, Diagnostic, Compliance, Analytical or Action Research). Give a brief justification for your classification.	10	CO2	BT3