GL BAJAJ
Institute of Management & Research. PGDM Institute
FIND YOUR SPARK
GREATER NOIDA (Approved by A.I.C.T.E.. Ministry of HRD. Govt. of India)

Roll No…………

Plot No. 2, Knowledge Park-III, Greater Noida (U.P.) –201306

PGDM.PGDM (General) - 2021-23
END TERM EXAMINATION (TERM IV)
Academic Session: 2022-23

Subject Name:**Learning and Development**   Time: **02.30 hrs**
Sub. Code: **PGH41**   Max Marks: **40**

Note:
All questions are compulsory. Section A carries 5 marks: 5 questions of 1 marks each, Section B carries 21 marks having 3 questions (with internal choice question in each) of 7 marks each and Section C carries 14 marks one Case Study having 2 questions of 7 marks each.

SECTION - A

Attempt all questions. All questions are compulsory.   **1×5 = 5 Marks**
Q. 1 (A): Discuss the types of learning styles and importance for trainers.
Q. 1 (B): Explain elements of system model of training and development
Q. 1 (C): Provide two workplace examples for differentiating "development" and "mentoring".
Q. 1 (D): Describe 3 upcoming training trends and their advantages.
Q. 1 (E): Compare 2 learning theories elucidating examples in training.   (CO1)

SECTION - B

All questions are compulsory (Each question have an internal choice. Attempt any one (either A or B) from the internal choice)   **7 x 3 = 21 Marks**

Q. 2: A. How would you use competency model for non-managers training in automobile industry? Assume specific skills for training to substantiate the answer.

or

Q. 2: B. How can learning and knowledge management benefits from the use of social collaborations tools like twitter and Facebook? Identify the social collaboration tools and explain the potential benefits gained by using it. Align your answer with Social Model of learning.
(CO-2)

Q. 3: A. What kind of skill or knowledge development would require adoption of each methods**:** Vestibule training, T-Group Training and In-basket Techniques. Justify answer with relevant examples   **.**

or

Q. 3: B. What design features would you include in a customer service training program to ensure that transfer of training occurred? What is curriculum roadmap? Why is it important?

(CO3)

Q. 4: A. If you were going to use online technology to identify training needs for customer service representatives for a web based clothing company, what steps would you take to ensure that the technology was not threating to employees

or

Q. 4: B. What conditions would suggest that a company should buy a training program from an outside vendor? Which would suggest that the firm should develop the program itself?

(CO 4)

Read the case and answer the questions   **7×02 = 14 Marks**
Q. 5: Case Study:

Questions
Q. 5: (A)
Sears designed a training program to improve tool and hardware sales. The two-hour program involved distance learning and was broadcast from the Sears training facility to fifty salespersons at ten store locations in the United States. The salespersons are paid $15 per hour. The program involved training salespeople in how to set up merchandise displays so they attract buyers' attention. Sales of tools and merchandise at the ten stores included in the program averaged $5,000 per week before the program and $6,500 per week after the program. Program costs included:

Instructor	$10,000
Distance learning (satellite space rental)	5,000
Materials ($100 per trainee @ 50 trainees)	5,000
Trainees' salaries and benefits	
(50 trainees with wages of $15 per hour in a 2-hour training program	1,500

What is the ROI from this program?

Q. 5: (B).
The 100-employee information technology department of a financial services company had a high turnover rate. A survey of employees revealed that the reason that most of them left was dissatisfaction with the level of training. The average turnover rate was 23 percent per year. The cost to recruit and train one new employee was $56,625. To address the turnover problem, the company developed a skills training program that averaged 80 hours per year employee. The average employee wage was $35 per hour. Instructor, classroom, and other costs were $170,000.
   a.   What is the total cost of training? The total cost of turnover?
   b.   If the turnover rate dropped 8 percent (from 23 percent to 15 percent), what was the financial benefit of the training program?

(CO 5)

Mapping of Questions with Course Learning Outcome

Question Number	COs	Bloom's taxonomy level	Marks Allocated
Q. 1:	1	1	**5 marks**
Q. 2:	2	4	**7 marks**
Q. 3:	3	3	**7 marks**
Q. 4:	4	4	**7 marks**
Q. 5:	5	5	**14 marks**

Note: Font: Times New Roman, Font size: 12.