



Name:

Enrolment No:

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, December 2024

Course: Training and Development

Semester: III

Program: MBA (HRM Spl)

Course Code: HRES8006

Time : 03 hrs.

Max. Marks: 100

Instructions: All questions are compulsory.

SECTION A
10Qx2M=20Marks

S. No.	Describe the various terms mentioned below.	Marks	CO
Q 1	Kurt Lewin's change management model	2	CO1
Q 2	Horseshoe type-seating	2	CO1
Q 3	Organizational development	2	CO1
Q 4	Motor skills	2	CO1
Q 5	Social capital	2	CO1
Q 6	In-house consultants	2	CO1
Q 7	Task analysis	2	CO1
Q 8	Intellectual skills	2	CO1
Q 9	Human Capital	2	CO1
Q 10	Blended Learning	2	CO1

SECTION B
4Qx5M= 20 Marks

Q 1	What is organization's assets? Describe the various organizational assets.	5	CO2
Q 2	What are the different generations are represented in the workforce.	5	CO2
Q 3	Discuss the formative and summative evaluation in training and development.	5	CO2
Q 4	What is the role of business strategies in training and development?	5	CO2

SECTION-C
3Qx10M=30 Marks

Q 1	Develop the curriculum and lesson design for training on leadership development.	10	CO4
Q 2	Write a note on "Why need assessment is essential?"	10	CO3
Q3	What is transfer of training? Describe the model of learning and transfer of training.	10	CO3

SECTION-D
2Qx15M= 30 Marks

Q 1	Describe the strategic training and development process. Elaborate the pretest, post-test with comparison group in training evaluation.	15	CO3
Q 2	<p>Jiffy Lube International, the vehicle maintenance company, is committed to providing a fast, high-quality, worry-free service experience for its customers. Jiffy Lube’s technicians provide a number of services, including changing a vehicle’s oil, tire balancing, flushing cooling systems, and replacing worn-out windshield wipers. Jiffy Lube’s service technicians need to be up to date on the latest products and service requirements for cars and trucks and provide consistent, excellent customer service. As a result, training is critical for Jiffy Lube’s success and a top company priority for achieving continued operational excellence. One new product that has been introduced for cars and vehicles is synthetic motor oil, which is required by many new models but can benefit the engines of older models too. Although many car and truck manufacturers recommend that vehicle owners use specialty oils such as synthetic and high-mileage motor oils, Jiffy Lube found that the proportion of specialty oils sold was low. A needs assessment showed that service technicians were not knowledgeable about or effectively communicating the benefits of specialty motor oils. This suggested that training was necessary. It is difficult for Jiffy Lube’s service technicians, many of whom work for franchised stores, to attend face-to face classes. Therefore, technology-delivered training is a realistic learning solution.</p> <p>a. What knowledge, skills, or behaviors should the training focus on?</p> <p>b. What technology training method would you recommend for training the technicians on specialty oils? Why?</p> <p>c. Briefly describe the learning features you would include in the program and discuss why you recommend including them.</p>	(5+5+5) 15	CO4