

18. (a) Principles of Learning.

Or

(b) Challenges in learning organisation.

19. (a) Short notes on training design.

Or

(b) What are the qualities of a good trainer?

20. (a) Different training issues.

Or

(b) What are the different methods you could use in training employees?

SECTION C — (3 × 10 = 30)

Answer any THREE questions

21. Brief account on Need for Training and development.

22. Discuss the Training Process Model.

23. Describe in detail about Organisational support for need assessment.

24. Explain in detail about effective training programs.

25. Critically analyse the Kirk Patrick's model for evaluating training programmes.

S.No. 6653

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(For candidates admitted from 2022–2023 onwards)

M.Sc. DEGREE EXAMINATION, NOVEMBER 2023.

Hospital Administration – Elective

TRAINING AND DEVELOPMENT

Time : Three hours

Maximum : 75 marks

SECTION A — (20 marks)

Answer ALL the questions.

I. (A) Multiple Choice Questions (5 × 1 = 5)

1. Methods of training and development are

(a) Off the job (b) On the job

(c) Both (a) and (b) (d) None of these

2. _____ is the process of imparting or increasing knowledge or skill of an employee to do a particular job.

(a) Training (b) Development

(c) Motivation (d) Leadership

3. _____ is widely used for human relations and leadership training.

- (a) Business games
- (b) Role playing
- (c) Case study method
- (d) Job rotation

4. Which of these is an off-the-job training method?

- (a) Television
- (b) Job rotation
- (c) Orientation training
- (d) Coaching

5. Training occurs as a result of _____

- (a) Instruction (b) Education
- (c) Development (d) All of the above

(B) Fill in the blanks: (5 × 1 = 5)

6. Demonstration type of training method is used to train _____

7. Training within the industry (TWI) scheme imparts training in _____

8. The cognitive domain hierarchy of learning starts with _____

9. The term which describes long term training which includes a combination of both on-the-job and in-class training is _____

10. The evaluation training model was developed in the year _____

II. Answer ALL questions. (5 × 2 = 10)

11. What are the objectives of training department?

12. What do you mean by task analysis?

13. Learning styles.

14. Role of trainers.

15. How would you end your training session?

SECTION B — (5 × 5 = 25)

Answer ALL questions

16. (a) What is the difference between training and development?

Or

(b) Discuss the various tasks involved in training administration.

17. (a) Short notes on Organisational analysis.

Or

(b) Who should participate in need assessment?