

# QB365 Question Bank Software Study Materials

## Employee Training Method Important 2,3 & 5 Marks Questions With Answers (Book Back and Creative)

12th Standard

Commerce

Total Marks : 76

### 2 Marks

10 x 2 = 20

1) What is meant by training?

**Answer :** Training refers to the teaching and learning activities carried on for the primary purpose of helping members of an organization to acquire and to apply the required knowledge, skill and attitudes to perform their jobs effectively and efficiently.

2) What is Mentoring training method?

**Answer :** (i) Mentoring is the process of sharing knowledge and experience of an employee.  
(ii) The focus in this training is on the development of attitude of trainees.  
(iii) Mentoring is always done by senior person, it is also one-to-one interaction like coaching.

3) What is Role play?

**Answer :** Under this method trainees are explained the situation and assigned roles. They have to act out the roles assigned without any rehearsal. For example, the role of customer and salesman, management and union leader, foreman and worker etc. may be played in the training session.

4) State e-learning method?

**Answer :** E-learning is the use of technological process to access of a traditional classroom or office. E-learning is also often referred to us online learning or web based training.

5) What is apprenticeship training?

**Answer :** The apprentice or trainee learns the job knowledge and skills from the trainer or superior or senior worker. Generally the apprenticeship training is given to the technical cader like that Mechanics, Electricians, Craftsmen, Welders, Fitter, etc

6) What is conference method?

**Answer :** This method enables the trainees to listen to the lectures / talk delivered on specific topics and provides opportunities to participate, to interact with the speaker and get their doubts clarified or select participants may be allowed to present papers with the audio visual aids as delegates. Example, Doctors conference, Salesman Conference etc

7) what do you mean by improved quality of work?

**Answer :** (i) Training helps to focus on specific area and develop employee skills.  
(ii) It enables employee to increase their quality of work.

8) Who is the Trainee?

**Answer :** (i) A person who is learning and practicing the skills of particular job.  
(ii) Trainees should be selected on the basis of self-interest and recommended by the supervisor or by the human resource department itself.

9) A Chennai based company sends its manager to delhi for training. What kind of training it is? Explain.

**Answer :** Off the job training

10) This method is a visual display of how something works or how to dosomething. Name the training method?

**Answer :** Demonstration

### 3 Marks

7 x 3 = 21

11) What is vestibule training?

**Answer :** (i) Vestibule training is training of employees in an environment similar to actual work environment artificially created for training purpose.

(ii) This type of training is given to avoid any damage or loss to machinery in the actual place by trainees and avoid disturb the normal work flow in the actual work place.

(iii) It is given to Drivers, Pilots, Space Scientists, etc.

12) What do you mean by on the job Training?

**Answer :** (i) On the job training is refers to the training which is given to the employee at the work place by his immediate supervisor.

(ii) In an other words, the employee learns the job in the actual work environment.

(iii) It is based on the principle of "Learning by doing and learning while Earning".

(iv) On the job training is suitable for imparting skills that can be learnt in a relatively shorter period of time

13) Write down various steps in a training programme.

**Answer :** Training is one of the planned activities to transfer or modify knowledge, skill and attitude. Every training programme must address certain vital issues listed below.

**(i) Whom to train? :**

Training department has to determine the candidates for whom the training should be imparted.

**(ii) Who is the trainee? :**

A person who is learning and practicing the skills of particular job is called trainee.

**(iii) Who are trainers? :**

Trainer is a person who teaches skills to employee and prepare them for a job activity.

**(iv) What method will be used for training?:**

Training segment should decide the appropriate method of training among the various methods of training available.

**(v) What should be level the training? :**

Training department should decide the level of training to be imparted to the employees.

**(vi) Where to conduct the training programme?:**

The venue of training and duration of training should be fixed based on the availability of note other related factors.

14) Write short note on trainer and trainee.

**Answer : Trainer:**

**(i)** Trainer is a person who teaches skills to employce and prepare them or a job activity.

**(ii)** The trainer is otherwise called Instructor,Coach, Teacher, Mentor, Counsellor, Guide, Guru, Handler, Tutor and Educator etc.

**Trainee :**

**(i)** A person who is learning and practising the skills of particular job is called trainee.

**(ii)** Trainees should be selected on the basis of self interest and recommendation by the supervisor or by the human resource department itself.

15) Write a short note on

(i) Committee assignment method

(ii) Internship Training method

**Answer : 1) Committee assignment method:**

(I) When employees are assigned to committee to address a particular issue, they are able to work closely with other members and committee leader.

(ii) They gain more knowledge by observing and participating in decision making process.

**(2) Internship Training method:**

(i) A superior gives training to a subordinates or understudy like an assistant to a manager or director.

(ii) Basic purpose of internship training is to prepare subordinate for assuming the full responsibilities and duties

16) Why is training important for an organisation? State any three reasons.

**Answer :** Training is important for an organisation because of the following reasons:

- (i) Training of the workers leads to increase in productivity and reduction of wastages.
- (ii) It reduces absenteeism and labour turnover as trained workers become more confident and thus, they became regular and stick to their job and place.
- (iii) It is required to teach technology and work methods to employees.

17) What are the steps in designing a training programme?

**Answer :** The following steps are involved in designing a training programme.

- (i) Whom to train?
- (ii) Who is the trainee?
- (iii) Who are trainers?
- (iv) What method will be used for training?
- (v) What should be level the training?
- (vi) Where to conduct the training programme?

**5 Marks**

7 x 5 = 35

18) Discuss various types of training. (any 5)

**Answer :** According to Edwin B. Flippo " Training is the act of increasing the Knowledge and skills of an employee for doing particular jobs".

**Methods of training:** There are various methods of training are used to train employees. it is vary from one organisation to another. There are two principal methods of employee training. They are:

### **I. On the job training**

On the job training refers to the training which is given to the employee at the work place by his immediate supervisor.

#### **(i) Coaching method**

The superior teaches or guides the new employee about the knowledge and skills relevant to a given job.

#### **(ii) Mentoring method**

(a) Mentoring is the process of sharing knowledge and experience of an employee.

(b) It is considered as one-to-one interaction, like coaching.

#### **(iii) Job Rotation method**

(a) Job rotation is an important method for broadening the knowledge of executives.

(b) The main aim of job rotation is to expose the employee to various inter related jobs.

#### **(iv) Job Instruction Techniques (JIT) method**

A trainer supervisory level gives some instructions to an employees to how to perform his job and its purpose.

#### **(v) Apprenticeship Training Method**

(a) The apprentice or trainee learns the job knowledge and skills from the trainer or superior or senior worker.

(b) The trainee gets the stipend during the training period.

#### **(vi) Committee Assignment**

When employees are assigned to committee to address a particular issue, they are able to work closely with other members and committee leader.

#### **(vii) Understudy/Internship Training Method**

A superior gives training to a subordinates or understudy like an assistant to a manager or director.

### **II. Off the Job Training**

Off the job training is the training method where in the workers/employees learn the job role away from the actual work floor.

#### **(i) Lecture Method**

Under this method trainees are educated about concepts, theories, principles and application of knowledge in any particular area.

#### **(ii) Group Discussion Method**

(a) Group of people participate and discuss particular subject or one topic.

(b) In this method participants are divided into various groups. They were provided a particular issue for deliberation.

#### **(iii) Case Study Method**

(a) Trainees are described a situations which stimulate their interest to find solution.

(b) They have to use their theoretical knowledge and practical knowledge to find solution to the problem presented.

#### **(iv) Role Play Method**

(a) This method trainees are explained the situation and assigned roles.

(b) They have to act out the roles assigned without any rehearsal.

#### **(v) Seminar/Conference Method**

This method enables the trainees to listen to the lectures / talk delivered on specific topics and provides opportunities to participants to interact with speakers.

#### **(vi) Field Trip Method**

A field trip or field work or training in the field is a journey undertake by a group employee to a place away from their actual work site.

#### **(vii) Vestibule Training Method**

Vestibule training is training of employees in an environment similar to actual work environment artificially created for training purposes.

#### **(viii) E-learning Method**

E learning is the use of technological process to access of a traditional classroom or office.

#### **(ix) Demonstration Training Method**

Demonstration involves showing by reason or proof explaining or making clear by use of examples or experiments.

#### **(x) Programmed Instruction Method**

It is computer based training. It is stored in memory. It gives to participants and effective learning.

19) What are the difference between on the job training and off the job training. (any 5)

**Answer :**

| S.NO | BASIS        | ON THE JOB TRAINING   | OFF THE JOB TRAINING   |
|------|--------------|---|--|
| 11.  | Meaning      | The employee learns the job in the actual work environment              | Off the job training involves the training of employees outside the actual work location |
| 2.   | Cost         | It is cheapest to carryout  | It requires expenses like separate training rooms, specialist, resources like projects.  |
| 3.   | Location     | At the work place   | Away from the work place   |
| 4.   | Suitable for | Generally imparted in case of manufacturing for production related jobs | Mostly imparted for managerial and non-production related jobs.                          |
| 5    | Approach     | Practical approach  | Theoretical approach   |
| 6.   | Principle    | Learning by performing  | Learning by acquiring knowledge  |

20) Explain the benefits of training? (2 points from each headings)

**Answer : (1) Benefits to the organisation:**

- (i) It improves the skill of employees and enhances productivity and profitability of the entity.
- (ii) It reduces wastages of materials and idle time.

**(2) Benefits to the employees:**

- (i) It improves the employees productivity
- (ii) It enhances the morale of the employee.

**(3) Benefits to the customer:**

- (i) Customers get better quality of product service.
- (ii) Customers get innovative products or value added or feature rich products

21) Explain any five methods of on-the-job training.

- Answer : (i) Coachin Method:** In the coaching method of training, the superior teaches or guides the new employee about the knowledge and skills relevant to a given job. In this method superior plays the role of coach or guide and an instructor.
- ii) Mentoring method :** Mentoring is the process of sharing knowledge and experience of an employee. Mentoring is always done by senior person, it is also one-to-one interaction, like coaching. It is mostly used for managerial employees.
- (iii) Job Rotation Method :** Job rotation is an important method for broadening the knowledge of executives. Under this method, a trainee is periodically shifted from one work to another work and from one department / division to another department / division for a particular period of time.
- (iv) Job Instruction Techniques :** In this method, a trainer superior gives some instructions to an employees to how to perform his job and its purpose.
- (v) Apprenticeship Training Method :** The apprentice or trainee learns the job knowledge and skills from the trainer or superior or senior worker. Generally, the apprenticeship training is given to , the technical cader like that Mechanics, Electricians, Craftsmen, Welders, Fitter etc.

22) Explain any five methods of off-the job training.

**Answer : (i) Lecture Method :** Under this method trainees are educated about concepts, theories, principles and application of knowledge in any particular area. Trainers are generally drawn from Colleges, Universities, Consultancies, Institutions, Manufacturing concerns, Union, etc.

**(ii) Group discussion method :** Group of people participate and discuss particular subject or one topic. Under this method participants are divided into various groups. They were provided a particular issue for deliberation.

**(iii) Case Study Method :** Trainees are described a situations which stimulate their interest to find solution. They have to use their theoretical knowledge and practical knowledge to find solution to the problem presented

**(iv) Role Play Method:** Under this method trainees are explained the situation and assigned roles. They have to act out the roles assigned without any rehearsal. There is no pre-prepared dialogues.

**(v) Field Trip Method :** A held trip or field work or training in the field is a journey undertaken by a group of employees trainees to a place away from their actual work site. This method helps the trainees to strengthen their theoretical knowledge obtained in a class room environment by practical exposure.

23) Explain the purpose of training.

**Answer :** The purpose of training can be explained as follows:

**(i) Improved Quality of Work**

Training helps to focus on specific area and develop employee skills.

It enables employee to increase the quality of work.

**(ii) Enhance Employee Growth**

Employees who undergo training becomes good at their job.

Imparting new skills helps in performance enhancement of the employees.

**(iii) Motivating Employees**

An employee needs continuous development to move along the career path as per the career planning.

Training motivates and instils organizational commitment.

**(iv) Reduced Supervision**

Trained employees need minimum supervision as they are educated about various aspect of job in detail at the training programme.

**(v) Better Adaptability**

Employees are able to adapt themselves to new technologies and new methods of work which constantly undergoes changes

24) Explain (any 5) purpose of training.

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