6. Enumerate three types of E-Payment media.

5. Describe the phases of Customer Relationship Management (CRM).

4. List out WAN's advantages.

3. Explain about Relational database.

2. Briefly discuss about the strategic uses of IT.

1. What do you mean by Information System (IS)?

Answer any FIVE questions.

PART A — (6 x 6 = 36 marks)

Maximum: 100 marks
Invesstment decisions about information system?

16. How is cost/benefit analysis used in making

15. Explain various types of computer crimes.

14. List out the advantages and disadvantages of

13. How the IS planning linked to business planning?

12. Elaborate the growth and future of e-commerce

11. Explain in detail about ERP implementation

10. Discuss the process of maintaining a data

9. Explain about Business Intelligence

8. Identify some of the cultural, political and

7. What technological trends have enabled IT-based

6. Economic challenges faced by IT

5. List any FIVE questions.

PART B — (6 x 10 = 60 marks)
In late 1999 it opened Button Online, one of 10,000 miles of fiber on fiber optical networks. It now controls over telecommunication bandwidth, excess capacity 2000 it announced it would begin trading operations in paper, coal and plastics. In January trader in Europe, and also built other trading platforms, not become the leadingagas and power player in the U.S. as and electric power trading it more. Trading from its base in the continental United States, supplies and selling to utilities with electric and purchasing from public utilities with business was buying and selling its own power and as has traditional into other industries. The traditional production or distribution facilities is has miles of pipeline and has built or acquired 2000 companies based in Houston. It has over 3000 Button is a leading energy and telecommunications transaction.

PART C — (1 x 20 = 20 marks)

(Compulsory)

Questions:

(a) Explain why the power industry would have automated the development of Button online. Explain why two years ago very few people in the power industry know what information and knowledge would have been useless without automated system. Explain why you do or do not believe the entire trading system.

(b) Describe the six types of information system. If there is any reason that Button's traders use each of the six types of information systems, explain why.
What are the important functions of counseling?

7. Explain the characteristics of OD.

6. What are the challenges to effective group
   brainstorming?

5. Share the need for training
   Programming?

4. What are the essentials of a good training
   Planning?

3. What are the different methods of learning?

2. What are the steps involved in manpower
   Planning?

1. What is job analysis? What are the methods
   Answer any FIVE questions out of EIGHT questions.

PART A (6 × 6 = 36 marks)

Maximum: 100 marks

Time: Three hours

Paper XX - TRAINING AND DEVELOPMENT

General

Fourth Semester

DECEMBER 2016/JANUARY 2017

MBA DEGREE EXAMINATION

MGEN 4005
Questions

Remedial training is needed for people like him. As you look into Ralph's performance review sheets, you begin to wonder whether some sort of remedial training is needed for people like him. Ralph's performance reviews are characterized by low performance scores. It seems to be meeting the targets set by you. Ralph's work is characterized by low performance scores. Ralph's work is characterized by low performance scores.

After Ralph's work is characterized by low performance scores, you wonder whether some sort of remedial training is needed for people like him.

If you have been with the company for six months, Ralph's performance is due to poor training or to some other cause. As you look into Ralph's performance review sheets, you begin to wonder whether some sort of remedial training is needed for people like him.

If you have been with the company for six months, do you go about introducing a remedial training programme? What kind of remedial programme would be best?

If you have been with the company for six months, you do this without making it obvious to him. Should you supervise him more closely? Can you improve his performance?

The various methods of OD processes are the different methods of job evaluation.

1. What are the objectives of job evaluation? Explain the various stages of the OD process.

2. Discuss the methods of training.

3. What is transactional analysis? What are its assumptions?

4. Explain the importance of training.

5. Explain the determinants of learning.

6. Explain the performance of employees.

7. Explain the need and importance of manpower planning.

8. Answer five questions of short questions (6 x 10 = 60 marks)