



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF HUMAN RESOURCE

UNIVERSITY ORDINARY EXAMINATION

2023/2024 ACADEMIC YEAR

**THIRD YEAR FIRST SEMESTER EXAMINATION FOR BACHELOR OF
SCIENCE IN HUMAN RESOURCE MANAGEMENT**

BHR 301 – TRAINING AND DEVELOPMENT

DURATION: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Answer Question **ONE** and Any other **TWO** questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A (30 MARKS)

QUESTION ONE (30 MARKS)

- a) Outline the steps involved in the training process. (5 marks)
- b) What is the difference between performance appraisal and potential appraisal? (2 marks)
- c) Highlight any five principles of training (5 marks)
- d) Identify any five off the job training methods used to train operatives. (5 marks)
- e) State any five conditions deemed necessary for effective learning. (5 marks)
- f) Define the term 'executive development' what are the salient characteristics of executive development. (6 marks)

SECTION B (40 MARKS) ANSWER ANY TWO QUESTIONS

QUESTION TWO (20 MARKS)

- a) Justify the need for retraining employees. (10 marks)
- b) You are in the process of developing a suitable training programme for your employees. Describe the key areas of focus in undertaking this assignment. (10 marks)

QUESTION THREE (20 MARKS)

- a) Explain how HRD processes and activities contribute to organizational effectiveness. (12 marks)
- b) Discuss the operant conditioning learning theory and its application in working life. (8 marks)

QUESTION FOUR (20 MARKS)

- a) In developing a management development programme, what type of content should be included. (12 marks)
- b) Explain how you would apply the Kirk Patricks' evaluation framework to assess the effectiveness of a training you have just completed for your employees. (8 marks)