



## GARISSA UNIVERSITY

### UNIVERSITY EXAMINATION **2017/2018** ACADEMIC YEAR **TWO** **SECOND** SEMESTER EXAMINATION

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DEGREE OF HUMAN RESOURCE MANAGEMENT

COURSE CODE: BHR 207

COURSE TITLE: HUMAN RESOURCE DEVELOPMENT

EXAMINATION DURATION: 3 HOURS

**DATE: 12/04/18**

**TIME: 09.00-12.00 PM**

---

#### INSTRUCTION TO CANDIDATES

- The examination has SIX (6) questions
- Question ONE (1) is COMPULSORY
- Choose any other THREE (3) questions from the remaining FIVE (5) questions
- Use sketch diagrams to illustrate your answer whenever necessary
- Do not carry mobile phones or any other written materials in examination room
- Do not write on this paper

This paper consists of TWO (2) printed pages

*please turn over*



### QUESTION ONE (COMPULSORY)

- (a) How can organization measure the outcome of a training or management development program? **[5 marks]**
- (b) What are the objectives of undertaking training and development within a work place **[5 marks]**
- (c) Explain Diversity Training **[5 marks]**
- (d) Point out any five barriers to effective training **[5 marks]**
- (e) Explain Donald Kirkpatrick's Model of Training Evaluation **[5 marks]**

### QUESTION TWO

- (a) Explain any six key differences between training and development **[6 marks]**
- (b) Many needs assessments are available for use in different employment contexts. Describe six sources that can help you determine which needs analysis is appropriate for your situation **[9 marks]**

### QUESTION THREE

- (a) Elucidate any three major similarities between training and development **[6 marks]**
- (b) Explain six basic Needs Assessment techniques **[9 marks]**

### QUESTION FOUR

- (a) Outline any six training inputs which are performed in any training programme **[5 marks]**
- (b) For any training program to be successful, it is very essential to follow a certain process. Taking note of this statement explain the Systems View of Training **[10 marks]**

### QUESTION FIVE

- (a) Outline six factors influencing global human resource development **[6 marks]**
- (b) Theories of learning and human resource development can help guide employees in their career development and improve productivity for your business at the same time. Discuss **[9 marks]**

### QUESTION SIX

- (a) As a new human resource officer in an established organization whose employees require training, state five ways on how you can make training of these employees effective **[6 marks]**
- (b) If an organization has a high level of turnover, should it invest in training programs? Discuss **[9 marks]**

