

TECHNICAL UNIVERSITY OF MOMBASA

School of Business

DEPARTMENT OF BUSINESS ADMINISTRATION

BHR :3101 TRAINING AND DEVELOPMENT

SERIES: APRIL\MAY 2016

TIME: 2 HOURS

INSTRUCTIONS

- **This paper consists of FIVE questions.**
- **Answer question ONE (Compulsory) and any other TWO questions**

QUESTION ONE

(a) Training and development involves impacting the trainees with skills, knowledge and attitudes which comes along with several advantages. Discuss FIVE of these advantages (10mks)

(b) Discuss the FIVE benefits of Training Need Analysis (10mks)

(c) Determining the Need and priorities for training is the first stage in the process of Employee Training. Discuss these TWO types of Analysis

i) Competence Analysis (5mks)

ii) Organizational Analysis (5mks)

QUESTION TWO

(a) Define career development and THREE of its purpose (10 mks)

(b) To ensure that a firm's Training and development investment has the maximum impact possible, a strategic and systematic approach should be used. Discuss the FOUR phases involved (10 mks)

QUESTION THREE

(a) State and explain FIVE indicators of training (10 mks)

(b) State and explain FIVE key factors for successful implementation of career (10 mks)

QUESTION FOUR

(a) Discuss the role played by the managers on employees training (10 mks)

(b) Discuss in the steps involved in designing a career path (10 mks)

QUESTION FIVE

(a) discuss the importance of business policies (10mks)

(b) State and explain THREE techniques of on-the-job training (10 mks)