



**TECHNICAL UNIVERSITY OF MOMBASA**  
***Faculty of Business & Social Studies***

DEPARTMENT OF BUSINESS STUDIES

UNIVERSITY EXAMINATIONS FOR  
MASTERS IN BUSINESS ADMINISTRATION

**BHR 5203: TRAINING AND DEVELOPMENT**

END OF SEMESTER EXAMINATIONS

**SERIES:** sept 2017

**TIME:** 3 HOURS

**INSTRUCTIONS:**

- Answer question **ONE (Compulsory)** and any other **THREE** questions
  - Do not write on the question paper
- This paper consists of Two printed pages***
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**QUESTION 1**

- a) Describe the conditions for effective training. **(6 marks)**
- b) Describe the sources of information which help to identify training needs. **(4 marks)**
- c) Describe the **THREE** main domains of learning. **(6 marks)**
- d) Describe the common challenges in management development. **(9 marks)**

**QUESTION 2**

Describe the process to developing an effective training program. **(25 marks)**

### QUESTION 3

- a) To help avoid bias and improve the odds of a good employee hiring decision, competencies should be identified early in the employee recruitment process. Describe the process a hiring manager would take in identifying a competent candidate to hire. **(10 marks)**
- b) To meet goals, instructors must demonstrate a range of competencies. Discuss the core competencies an instructor should acquire. **(15 marks)**

### QUESTION 4

- a) Describe the process of designing a training module. **(9 marks)**
- b) While training is vital for long-term business growth, it can also be a major budgetary expense. Discuss the cost-control measures that ensure the business is making the most effective use of limited monetary resources. **(16 marks)**

### QUESTION 5

- a) Write short notes on any **THREE** learning theories. **(15 marks)**
- b) Describe the systematic model of training. **(10 marks)**

### QUESTION 6

- a) Describe **THREE** on-the-job training techniques. **(15 marks)**
- b) Discuss the advantages of on-the-job training methods. **(10 marks)**