



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

BACHELOR OF BUSINESS & OFFICE MANAGEMENT

BHR 4301: HUMAN RESOURCE DEVELOPMENT

END OF SEMESTER EXAMINATION

SERIES: AUGUST 2019

TIME: 2 HOURS

DATE: Pick Date Aug 2019

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

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

Do not write on the question paper.

Question ONE

- a) a) Give an outline of learning and development within the organization and discuss the impact of the learning and development process on the individual. (10 Marks)
- b) b) In the modern workplace, the complexity of workforce diversity creates challenges in career management. Illustrate Five challenges. (10 Marks)
- c) Explain FIVE contemporary issues and how they influence HRM practices. (10 Marks)

Question TWO

- a) Discuss major disadvantages of conducting a Training Programme. (10 Marks)

- b) Explain FOUR key components of setting up a Training Policy. (10 Marks)

Question THREE

- a) Ms. Fura has first assignment as a Manager, in charge of training is to ensure employees received adequate training. Elucidate Effective training process. (10 Marks)
- b) “Training is expensive. But without training is even more expensive”. (10 Marks)

Question FOUR

- a) State and briefly explain FIVE external environment factors that affect training and development. (10 Marks)
- b) Explain major goals for setting up career management in an organization. (10 Marks)

Question FIVE

- a) George of Nashville Resorts has organized a training programme for his 50+ staff on Customer Care. As an expert Explain forms of training evaluations that he can employ in evaluating the programme. (10 Marks)
- b) Discuss the concept of organization development. Explain Three interventions in OD. (10 Marks)