

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS MANAGEMENT

FINAL EXAMINATIONS - MAY 2011

TRAINING AND DEVELOPMENT- CBU 2210

TIME ALLOWED: 3 HOURS

INSTRUCTIONS TO CANDIDATES

Answer any **Four** questions.

INFORMATION TO CANDIDATES

- i) All questions carry 25 marks each.
- ii) Questions may be answered in any order.
- iii) Credit will be given for the **use of appropriate examples**.
- iv) This paper contains **Seven** questions.

Question 1

'Training less to save money is like stopping the clock to save time.' Discuss.

[25 Marks]

Question 2

(a) Distinguish among training, development and education.

[9 Marks]

(b) Explain the principles of Learning Theory.

[16 Marks]

Question 3

Discuss any five off-the-job training techniques that can be used in organizations to improve employee performance.

[25 Marks]

Question 4

(a) Explain any four characteristics of training objectives.

[8 Marks]

(b) Discuss any six possible uses of training objectives

[17 Marks]

Question 5

(a) Compare and contrast 'performance discrepancy' and 'skill discrepancy.'
[8 Marks]

(b) Discuss transfer of learning.
[17 Marks]

Question 6

Discuss how Maslow, Otto and Glaser's motivation theories support the idea that employees must be motivated to effectively learn.
[25 Marks]

Question 7

Discuss how training can be evaluated in organizations.
[25 Marks]

END OF EXAMINATION