

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS MANAGEMENT

TRAINING AND DEVELOPMENT – CBU 2210

SUPPLEMENTARY EXAMINATION – JULY 2014

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

Assess the impact of globalisation on training and development in organisations.

[25 Marks]

QUESTION 2

‘Most trainers find their training efforts being met with resistance from management and staff.’ How can trainers market their training programmes?

Marks]

[25

QUESTION 3

‘Any training effort must be guided by training objectives.’ Elaborate on this statement.

[25 Marks]

QUESTION 4

(a) Explain the advantages of a lecture method as a training technique/method.

[8 Marks]

(b) You have been asked to recommend either on-the-job training method or off-the-job training method to a team of engineers in a construction company in Bulawayo. Give your recommendations.

[17 Marks]

QUESTION 5

In an attempt to create conditions which result in a learner meeting training objectives in the best way possible, the trainer must recognise the importance of the physical environment in which learning takes place. Using relevant examples, explain how the physical environmental factors affect learning.

[25 Marks]

QUESTION 6

'As training budgets increase, questions are being asked about the return on this investment and practitioners are searching for strategies to increase the likelihood of transfer of training.' Discuss strategies you would employ to encourage transfer of training.

[25 Marks]

QUESTION 7

Using the Kirkpatrick model, explain the importance of evaluating training to organisations.

[25 Marks]

END OF EXAMINATION PAPER