

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS MANAGEMENT

TRAINING AND DEVELOPEMENT – CBU 2210

FINAL EXAMINATION - AUGUST 2009

TIME ALLOWED: 3 HOURS

INSTRUCTIONS TO CANDIDATES

- (i) Answer any **Four (4)** Questions.
- (ii) All questions carry **25** marks each
- (iii) Questions may be answered in any order
- (iv) As much as possible, use relevant examples

QUESTION 1

- a) Explain what is meant by a 'performance gap'. **[5 Marks]**
- b) As a training officer for your organisation, explain the steps you would follow to determine the training needs of employees. **[20 Marks]**

QUESTION 2

- a) Why is it necessary to identify the target population for training purposes? **[5 Marks]**
- b) Specify the training resources that the trainer needs to check when preparing a training course. **[20 Marks]**

QUESTION 3

- a) Distinguish between on-the-job training techniques and off-the-job training techniques. **[5 Marks]**
- b) Discuss in detail the off-the-job training techniques. **[20 Marks]**

QUESTION 4

Identify and explain the principles of effective learning.

[25 Marks]

QUESTION 5

Donald Kirkpatrick suggested four levels of evaluating training programmes. Discuss.

[25 Marks]

QUESTION 6

a) Discuss the advantages and disadvantages of drawing on outside sources for training. **[10 Marks]**

b) What are the benefits of training to both organisations and employees? **[15 Marks]**

QUESTION 7

Write note on the following:

(i) Motivation to learn **[5 Marks]**

(ii) Visual aids **[5 Marks]**

(iii) Education **[5 Marks]**

(iv) Transfer of training **[5 Marks]**

(v) Development **[5 Marks]**

END OF EXAMINATION