



DEPARTMENT: BUSINESS

COURSE CODE: CHR401

COURSE TITLE: HUMAN RESOURCE DEVELOPMENT-INDEPENDENT

Time: 3 HRS

Instructions

- Read all questions carefully before attempting.*
- Answer FOUR questions out of the FIVE Provided*
- Question ONE is Compulsory*

QUESTION ONE COMPLUSORY

{30MKS }

1. Which is the odd one out as far as key function of HRD professionals are concerned?
 - A. Organizational Development
 - B. Coaching
 - C. Employee development
 - D. Training
2. What is the main objective of Human Resource development activities in an Organization?
 - A. To improve employee behavior and skills
 - B. To Improve employee knowledge
 - C. To improve employee productivity
 - D. All of the above
3. Which of the following capabilities are needed by all HRD professionals to build employee trust?
 - A. Management

- B. Business
- C. Interpersonal
- D. None of the above

4. Which is the first step supposed to be followed by HRD Professional as a Learning Program Specialist?

- A. Identifying the needs of learners.
- B. Developing and designing learning programs.
- C. Developing the program objectives, materials, lesson plans, and strategies.
- D. Selecting appropriate instructional methods and techniques.

5. _____ helps to improve the communication skills of the employees and develops them as good listeners

- A. Team development
- B. Organizational development exercises
- C. Sensitivity training
- D. All of the above.

6. One of the following is a unique feature of a learning organization. Name it

- A. The members learn about each other
- B. It focuses on selecting new employees who love learning and are highly skilled
- C. It can help employees in innovating, creating, acquiring and use it for improvement
- D. Mentoring and Counselling

7. The _____ of any organization are its backbone and they play an amazing role.\

- A. Employers
- B. Board members
- C. Employees
- D. None of the above

8. One of the following is a way in which training and development offers a competitive edge to an organization. Which one?

- A. To ensure employee compliance

B. To reduce employee performance deficiencies

C. To increase the supervisor's role

D. None of the above

9. Seminars and Conferences are _____ method of training and development.

A. Orientation

B. On the Job

C. Personal

D. Off the Job

10. Human Resource development an integral part of human resource management, which is wider in its approach and does not relate only in providing formal qualification

A. True

B. False

b) Discuss **two** reasons why you would advise an organization to conduct sensitivity training on their employees (2mks)

c) Explain the significance of conducting a performance appraisal exercise in your organization as a Human Resource development professional (2mks)

d) The purpose of succession planning is to identify and develop people to replace the current ones in key position for a variety of reasons. Describe **Two** of these reasons (4mks)

e) Prepare a presentation explaining **two** necessary conditions which must be fulfilled in an organization for effective learning to occur (4mks)

f) You have been called for an interview as a potential candidate for the position of Human Resource Development manager at Wazuri company. One of the panelists asked you to discuss **four** signs of potential grievances among employees in the work place. Give your answer (4mks).

g) Job is the Human Resource development manager in Wetu company. He is planning to carry out a training for some of his employees. He settles on the On-the-Job training method. Explain **two** merits and **two** demerits of the job training method of his choice (4mks).

SECTION B ANSWER THREE QUESTIONS ONLY { 10 MARKS EACH}

QUESTION TWO 10 MARKS

- a) Differentiate wage from salary (2mks)
- b) Explain **two** merits an organization would derive from planning the careers of its employees (4mks)
- c) Explain **two** reasons why you would join a Trade union as an employee (4mks)

QUESTION THREE 10 MARKS

- a) Discuss **four** benefits of Occupational workplace safety to the workforce and the organization at large (4mks)
- b) Explain **three** barriers to effective training giving a solution to each challenge (6mks)

QUESTION FOUR 10 MARKS

- a) Discuss **two** points about the meaning of career growth to you an employee (2mks)
- b) Discuss **four** objectives an organization would have for its Career management (4mks)
- c) As the new Human Resource development professional, you have been invited to APA company as a consultant to advise the management on the strategies they would put in place to in order to cope with challenge of over paid employees without hurting their feelings. Explain any **two** strategies you would recommend (4mks).

QUESTION FIVE 10 MARKS

- a) Your and other two friends have been invited to your former High school on their career day. Each of you have different careers and as the school alumni, you are required to talk about your individual careers and the opportunities therein. As a Human Resource development professional, you decide to mention **four** opportunities in your field.

Discuss them (4mks)

- b) Wema Tech Manufacturing is a medium-sized company located in Meru and it produces agricultural equipment. The company employs 200 workers, including administrative staff, supervisors, machine operators and technicians. Over the past two years, Wema Tech has experienced the following issues; high employee turnover among machine operators, low productivity levels, increased workplace accidents, poor morale among junior staff and frequent complaints about lack of promotion opportunities. The Human Resource manager proposes introducing a structured Human Resource Development (HRD) strategy including training programs, performance management, mentoring, and career development initiatives.

Discuss two key Human Resource Development problems facing Wema Tech manufacturing Company (2mks).

c) Explain **two** consequences of the problems mentioned above to the organization's performance (4mks)

End of exam