



BUS2453: HUMAN RESOURCE DEVELOPMENT

Instructions

- i) This exam paper contains SIX questions containing 10 marks each.**
- ii) Answer Question 1 (COMPULSORY) and any other THREE questions**
- iii) Read each question carefully before attempting.**

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QUESTION 1

Read the Case and answer the questions that follow

XYZ Corp. is a multinational corporation operating in the technology sector. The company has experienced rapid growth over the last decade, expanding its operations globally. However, this rapid growth has led to several HR-related challenges, including high employee turnover, skills gaps, and lack of employee engagement. The company's management recognizes the importance of Human Resource Development in addressing these challenges and enhancing organizational performance. You have been appointed to advise the management on how to develop their human resource in order to maintain their competitive edge.

- a) Using examples, explain to the management of XYZ Corp the following training methods
 - i. On the job training (2 Marks)
 - ii. Off the job training (2 Marks)
- b) Examine **THREE** factors to consider in selecting the training methods at XYZ Corp (6 Marks)

QUESTION 2

Discuss **FIVE** ways performance management systems can be used to identify employee training and development needs (10 Marks)

QUESTION 3

- a) Explain **THREE** factors that determine your choice of learning aids (6 Marks)
- b) Discuss **TWO** advantages of job rotation as a training method (4 Marks)

QUESTION 4

In reference to Knowles' theory of learning

- a) Explain **THREE** characteristics of Andragogy (6 Marks)
- b) Discuss **TWO** characteristics of pedagogy (4 Marks)

QUESTION 5

The management in your organization is considering a management development program as part of its human resource development plan.

Using examples:

- a) Discuss **TWO** objectives of management development (4 Marks)
- b) Explain **THREE** reasons why management training is important (6 Marks)

QUESTION 6

With reference to the concept of systematic training, discuss **FIVE** steps that you will use in coming up with a human resource development program for the organization (10 Marks)