

BINDURA UNIVERSITY OF SCIENCE EDUCATION
FACULTY OF COMMERCE
DEPARTMENT OF HUMAN CAPITAL MANAGEMENT
TRAINING AND DEVELOPMENT (HCM 208)
DURATION: 3 HOURS

NOV 2024

INSTRUCTIONS TO CANDIDATES

1. Answer question one (1) and any three other questions.
2. No unauthorized material or items should be brought into the examination room.

QUESTION 1

Assess the utility of training in respect of:

- | | |
|---------------------------------|-----------|
| a) Benefits to the organization | [5 marks] |
| b) Benefits to the employee | [5 marks] |
| c) Benefits to the customer | [5 marks] |
| d) Benefits to the manager | [5 marks] |

QUESTION 2

Discuss the role of training in helping organizations to manage change.

[25 Marks]

QUESTION 3

Examine factors that may influence organizations to outsource training Services.

[25 marks]

QUESTION 4

Discuss the characteristics of good training objectives and the utility of objectives in designing training programmes.

[25 marks]

QUESTION 5

Identify the levels at which training needs analysis is conducted and show the significance of each level of analysis.

[25 marks]

QUESTION 6

Discuss the success factors of a training and development programme.

[25 marks]

END OF PAPER