



## ZIMBABWE EZEKIEL GUTI UNIVERSITY

---

### FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

---

#### DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT

#### EXAMINATION PAPER

**COURSE CODE** : CHR203  
**COURSE TITLE** : TRAINING AND DEVELOPMENT  
**DURATION** : 3 HOURS  
**DATE** :  
**SPECIAL REQUIREMENTS** : NONE

#### INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue.
2. Answer any **FOUR (4)** questions.
3. Begin each question on a new page.
4. The number of marks for each question or part question is shown in brackets [ ]

### Question 1

Examine any **five (5)** reasons that account for the failure by many organisations to undertake training and development audits.

[25 marks]

### Question 2

a) Formulate a training objective, with clearly labelled components. (9 marks)

b) Examine any **four (4)** problems associated with poorly designed training objectives. (16 marks)

### Question 3

Examine the efficacy of the Kirkpatrick's Model of Training Evaluation (1994) in assessing the effectiveness of training interventions in Zimbabwe.

[25 marks]

### Question 4

Critically evaluate any **five (5)** main issues that a trainer has to take into consideration when planning for a training and development programme.

[25 marks]

### Question 5

a) Distinguish *macro* from *micro* training and development needs. (10 marks)

b) Discuss the contribution of management and supervisory development to organisational effectiveness. (15 marks)

End of Paper