



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 : 26 OCT 2021
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 []

1 PM

Question 1

With reference to a relevant organisation, analyse the manner in which training and development costs are identified.

[25 marks]

Question 2

a) Explain any **three (3)** advantages of a centralised training department. **(9 marks)**

b) Motivate arguments in support of a Conflict Resolution Training programme in organisations.

(16 marks)

Question 3

Examine the efficacy of the Hamblin's Training Evaluation Model (1974) in assessing the effectiveness of training interventions in Zimbabwe.

[25 marks]

Question 4

Discuss how you would carry out a training needs analysis of an organisation you are familiar with.

[25 marks]

Question 5

a) Compare and contrast the *fragmented* and the *focused* approaches to training and development. **(10 marks)**

b) Motivate arguments against a proposed reduction in the training and development budget of an organisation that you are familiar with.

(15 marks)

End of Paper