



**KENYATTA UNIVERSITY
UNIVERSITY EXAMINATIONS 2017/2018**

DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING

**FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF
COMMERCE**

BHM 309: EMPLOYEE TRAINING AND DEVELOPMENT

DATE: Tuesday, 19th December 2017

TIME: 4.30 p.m. - 6.30 p.m.

INSTRUCTIONS:

Answer **Question 1** and any other **Two**.

1. Employers failed to recognize the need to train the employees at work place. The XCOM Company Ltd had sourced for competent employees in the local market however the employees were not taken through induction as a normal practice. One time there was low performance in the business that necessitated the management to take up the issue more seriously. After the meeting, there was agreement that training should be a life cycle and for survival of the organization. The competitors source for training programs that suit the organization. The employees were not keen to take up the training needs for the organization. There was lack of communication that employees failed to take up the issue seriously. Others started shouting that training was not for them however the CEO stood up and reminded them that it was essential for them.

Required:

- (a) Training needs assessment was essential for employees. Advise the company for steps necessary for conducting training needs assessment. [10 Marks]
- (b) The employees for XCOM Company Ltd. has not taken the employees through induction as a normal practice. Justify the reasons for induction in the company. [10 Marks]
- (c) Identify and explain the techniques for investigating the organization and employees' training needs. [10 Marks]

2. (a) Most employers failed to emphasise the need for performance management hence results in low returns. Critically analyse performance management process in an organization. [10 Marks]
- (b) You have been selected to prepare a document on training policy for your organization. As an expert, explained the purpose of training and development policy for your organization. [10 Marks]
3. (a) Training programs are effective in conducive work environment. Identify and explain the factors to be considered in planning and designing training programs in an organization. [10 Marks]
- (b) Most organizers for training fail to consider the resources required and the outcome of it reveals some gaps. Advice such organizations for developing resources required for effective training. [10 Marks]
4. (a) With relevant examples, identify and explain the training strategies that may be available in an organization. [10 Marks]
- (b) Career development is a requirement for employees at work place. Explain the objectives for career development. [10 Marks]