



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2016/2017

**FOURTH YEAR FIRST SEMESTER EXAMINATION FOR DEGREE
OF BACHELOR OF BUSINESS ADMINISTRATION (HUMAN
RESOURCE MANAGEMENT OPTION) WITH INFORMATION
TECHNOLOGY**

MAIN CAMPUS

**ABA 433: EMPLOYEE DEVELOPMENT AND CAREER
MANAGEMENT**

Date: 28th November, 2016

Time: 3.30 - 6.30pm

INSTRUCTIONS:

- Answer Question ONE (Compulsory) and any other TWO.



QUESTION ONE (COMPULSARY)

- (a) "Organizations need to continually develop and train their employees". In light of the statement, explain the rationale for training and development. (10 mks)
- (b) Describe how an organization can diagnose its training needs. (10 mks)
- (c) Explain benefits of training and developing employees to the organization. (10 mks)

QUESTION TWO

- a) You are in charge of training in your organization and there is a group of employees who are computer illiterate, describe factors to consider in designing their training programme. (10 mks)
- b) Which training technique would recommend for an office clerk and a welder, give reasons for your answer. (10 mks)

QUESTION THREE

- a) Suppose you want to design a training programme for newly selected first line managers. Results from the needs assessment indicate that that they will need training on company policies and procedures, handling customer complaints and motivating sales personnel. Describe learning principles to include in the learning. (10 mks)
- b) Discuss challenges to career development. (10 mks)

QUESTION FOUR

- a) Using appropriate model, describe career management process. (10 mks)
- b) Explain barriers to effective employee training and development in most organizations. (10 mks)

QUESTION FIVE

- a) Discuss the relevance of performance appraisal to employee training and development? (10 mks)
- b) "Assessment of the effectiveness of training initiatives is necessary". Describe any five techniques for evaluating training programme. (10 mks)
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