



KIBABII UNIVERSITY COLLEGE (KIBUCO)

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2014 /2015 ACADEMIC YEAR**

FOURTH YEAR FIRST SEMESTER EXAMINATIONS

MAIN EXAMINATION

FOR THE DEGREE OF BACHELOR OF COMMERCE

COURSE CODE: BCH 408

COURSE TITLE: PERSONNEL TRAINING AND DEVELOPMENT

DATE: 23RD JANUARY 2015

TIME8.00-10.00 A.M.

INSTRUCTIONS TO CANDIDATES:

Answer Question ONE and any other Two Questions

TIME: 2 Hours

SECTION A

Read the case below and answer the questions which follow

PATA PATA INVESTMENTS LTD (P&P)

Pata Pata investments limited was started ten years ago by Mr. and Mrs. Daniel Pata. The company has grown into a reportable company in the specialized field of computer chips manufacturing in a brief span of ten years. Mr. Pata is a retired professor of particle Physics while his wife Michelle Pata is a retired professor of Mathematics. Both are icons in their area of specialization.

The company's meteoric rise to fame has not been easy. Mr. Pata, a career educationist believes in a trained workforce as the back bone of his company's success. He therefore recruited graduates engineers with first class honors who are then trained on the job both locally and overseas where the training practice is trainer-oriented, experiential and Portici pative approach, coupled with flexible programmes. He also pays his work-force well above market rates. The company employees exude an air of importance among their equals.

Most computer manufacturing industry giants are limping along due to harsh economic times that are bad news. But the good news is that there are opportunities for those who know what direction computer technology, applications and trends are taking, no one can predict its precise path of technology or applications, but being able to anticipate the curves and directions is a definite advantage. With the first microprocessor built in 1971, no one fully understood how widely it would impact on our lives. The 4004 microprocessor was originally designed as a single chip solution to the programmable calculator, i.e. one that would replace at least twelve separate chips in time, it evolved into a device that was capable of controlling the operations of thousands of machines from appliances to industrial robots. Today there are more than 100 million PC's in use around the world and the annual hardware, software and service sales total, is in excess of US \$ 200 million.

Pata Pata Investments Ltd is in the process of developing a highly versatile chip which will be used in the fifth generation computers. These are the types of intelligent computers which may replace the human brain. The executive chairman knows that this requires heavy investment in human resource. He also knows the adage, "the higher the risk the greater the returns".

- a) Why would it be advisable for Pata pata Investment Ltd to risk investing in its human resource development? (8 marks)
- b) Explain the effectiveness of the training development methods practiced by Pata Pata investment Ltd for a success in the development and growth of its employee (10 marks)
- c) Highlight the limitations of the training methods adopted by Pata Pata investment Ltd. (6 marks)

- d) Experiential learning is regarded as the most appropriate method for a dart learner in management training. Discuss (6 marks)

SECTION B

QUESTION ONE

- a) Organizations hire people who are qualified for the jobs they are being recruited for. Despite this continuous training of the organization's current employees is a must. To the extent of this. Discuss the reasons that make staff training a crucial for the success of organizations (6 marks)
- b) An organization in Kibabii wishes to train a group of its employees in the department of marketing. The organization has hired you as a consultant to train the said group in view of this task, explain the steps you will follow to design and implement a good training and development programme. (8 marks)
- c) Why conduct a training needs assessment (6 marks)

QUESTION TWO

- a) The management of Matoleo Co. Ltd intends to design a development programme for its managers. The management would like to have some professional advice and design of the programme. As an expert, describe the concepts that the programme should be based on (10 marks)
- b) Mafuko Co. Ltd has organized for short term training for its employees. Senior management within the organization have been identified as trainers, however the board of Directors is uncertain of the effectiveness of this approach. Analyze the basis on which the decision of using senior management as trainers may be justified and hence used at Mafuko Company Ltd (10 marks)

QUESTION THREE

- a) Successful career development requires action from three service in a firm briefly explain these sources in their responsibilities. (8 marks)
- b) There are many theories of learning and how people learn. Discuss any three of the following theories in the light of training employees (12 marks)
- i) Cognitive theory
 - ii) Reinforcement theory
 - iii) Andragogy theory
 - iv) Experimental theory
 - v) Information processing theory
 - vi) Holistic theory

QUESTION FOUR

- a) Brief external and internal factors influence the need for career development briefly discuss these factors. (8 marks)
- b) The management cycle provides a frame work for career development practice. Each of the steps in the management cycle corresponds the career development strategies that help both management and employees maximize career growth. Name and explain these steps (12 marks)

QUESTION FIVE

- a) Four alternatives exist for evaluation of management development activities. Name them and explain (8 marks)
- b) In what ways can the Director of the D.I.T use the training levy to enhance training in the country? (6 marks)
- c) What is training scheme and how important is it to an organization? (6 marks)