



REFORMED CHURCH UNIVERSITY

FACULTY OF COMMERCE

Bachelor of Commerce Honours Degree in Business Management

Training and Development 406

HBUM 220/HPAD 429/ HHRM 201

Part 2 Semester 2 Examination

Total Marks [100]

Date: November 2019

Time: 3 Hours

INSTRUCTIONS

1. This paper has *six (6)* questions
2. Answer question *one (1)* and *any* other *three (3)*
3. Each question carries *25 marks*
4. Start each question on a new page

1. 'Training in organizations is a waste of time and resources.' Discuss (25)
2. Examine **five** best practices that stand out regarding customer centricity. (25)
3. Evaluate any **five** methods of training and development that are available to an organization. (25)
4. Discuss the common challenges faced by organizations in coming up with effective training programs and how they can be overcome. (25)
5. Assess the process of carrying out a training needs analysis in an organization. (25)
6. Analyse the practices that are necessary for both training and work place to ensure an efficient transfer of learning and subsequent reinforcement. (25)

End of paper