



GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS JANUARY-APRIL 2025 SEMESTER

BACHELOR OF COMMERCE

COURSE CODE: BCHR 400

COURSE TITLE: PERSONNEL TRAINING AND DEVELOPMENT

DATE:

TIME:

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **TWO** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

CAUTION: *All exam rooms are under CCTV surveillance during the examination period.*

SECTION A: COMPULSORY

Question One

- a) Explain the significance of continuous learning and development in enhancing employee performance in organizations. **[10marks].**
- b) Discuss the challenges organizations face when implementing employee training programs and suggest possible solutions. **[10 marks].**
- c) Describe the steps involved in conducting a skills gap analysis for an organization seeking to enhance employee productivity. **[10 marks].**
- d) Explain the various training methods and their applications in workforce development: **[10 marks]**

SECTION B: ANSWER ANY TWO QUESTIONS

Question Two

- a) Training programs are often viewed as an investment rather than an expense. Discuss the validity of this statement. **[10 marks]**
- b) Explain the role of the Technical and Vocational Education and Training Authority (TVETA) in employee training and development. **[10 marks]**

Question three

- a) Discuss the essential components of an effective employee learning and development program. **[10 marks]**
- b) Explain two cost-effective approaches that organizations can adopt to ensure employee training is both affordable and impactful. **[10 marks]**

Question Four

- a. Define and explain the importance of the following training concepts in Human Resource Development:
 - i. Executive Coaching **[5 marks].**

ii. Peer Learning

[5 marks].

- a) Describe the approach that a trainer uses to evaluate the effectiveness of a training program . **[10 marks]**

Question five

- a) Describe the structure and key elements of apprenticeship programs in developing employee competencies. **[10 marks]**
- b) Explain the legal provisions that govern the extension and termination of training contracts in Kenya. **[10 marks]**