

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DIPLOMA IN LEADERSHIP
AND PUBLIC ADMINISTRATION

DHRM 0215: HUMAN RESOURCE DEVELOPMENT

STREAMS: DHRM (Y2S1)

TIME: 2 HOURS

DAY/DATE: MONDAY 09/12/2019

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- Answer question ONE (Compulsory) and any other TWO questions
- Do not write on the question paper

QUESTION ONE

“Human resource development is a planned process of continuously helping employees to acquire and sharpen necessary skills to efficiently perform their present and future job assignments”.

- (a) In respect to this definition, explain the main features of human resource development [10 marks]
- (b) In a tabular form differentiate between informal learning and formal learning in organizations [10 marks]
- (c) Explain the steps and actions required in planning and delivering learning/training program or event in public organization [10 marks]

QUESTION TWO

- (a) Define the concept learning style and highlight four basic modes of experiential learning as proposed by David Kolb [10 marks]
- (b) The managing director of a public service organization has tasked you to conduct a human resource development evaluation within the organization. Explain the likely reasons for this exercise [10 marks]

QUESTION THREE

Masomo who is a Training Manager of Ulizi Security Ltd prefers on the job training approach to the company employees.

- (a) Explain the basis of Masomo's preference [10 marks]
- (b) Describe the methods of training needs assessment applicable to this firm [10 marks]

QUESTION FOUR

- (a) Explain the roles Human Resource and development specialists play in management development of large diversified organizations. [10 marks]
 - (b) Discuss the main challenges facing human resource development managers of the 21st century. [10 marks]
-