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University Examinations 2023/2024

FIRST YEAR SECOND SEMESTER EXAMINATIONS FOR DIPLOMA IN HUMAN
RESOURCE MANAGEMENT

HRM/CU/BUS/CR/03/6: LEARNING AND DEVELOPMENT

DATE: APRIL 2024

TIME: 2 HOURS

INSTRUCTIONS:

- (i) This paper has two sections A and B
 - (ii) You are provided with a separate answer booklet.
 - (iii) Marks for each question are as indicated.
 - (iv) Do not write on the question paper.
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QUESTION ONE (40 MARKS)

SECTION A

1. Distinguish between learning and development. (2 marks)
2. State five functional units likely to be found in an organization. (5 marks)
3. Organization acquire knowledge through several processes. Identify five of these processes. (5 marks)
4. Outline three adult learning techniques. (3 marks)
5. Highlight five characteristics of adult learning. (5 marks)
6. Identify five tips to consider when developing an adult learning programme. (5 marks)
7. State the two main techniques of training and development. (2 marks)
8. Identify three key areas that are considered accurate assessors of the training need assessment. (3 marks)
9. Give the three main levels of training need assessment. (3 marks)
10. Outline four tools evaluating a training program. (4 marks)
11. State three characteristics of good mentor. (3 marks)



QUESTION TWO (60 MARKS)

SECTION B-Answer any THREE question

12. a). Discuss the Kirkpatrick training and development evaluation model. (10 marks)
- b). explain the key benefits of knowledge management to an organization. (10 marks)
13. a). Discuss the role that you would play as manager, in employee's career growth. (10 marks)
- b). Discuss the benefits of training the employees outside the organization/ work environment. (10 marks)
14. a). Discuss five reasons why learning and development is important to an organization. (10 marks)
- b). describe the four phases required to create an effective learning and development. (10 marks)
15. a). Discuss five characteristics of a learning organization. (10 marks)
- b). Explain the off-the-job training methods. (10 marks)