

**THE OPEN UNIVERSITY OF SRI LANKA**  
**BACHELOR OF MANAGEMENT STUDIES DEGREE PROGRAMME - LEVEL 6**  
**MCU 4212 – HUMAN RESOURCE TRAINING AND DEVELOPMENT**  
**FINAL EXAMINATION – 2013**



**DURATION : THREE (03) HOURS**

**Date :27.07.2013**

**Time :9.30am – 12.30pm**

**Instructions :** Answer any **Five (05)** questions

1. I Compare and contrast the concepts of 'learning' and 'education'. (10 marks)  
 II. Describe the most common barriers to 'learning' and explain how those barriers can be overcome. (10 marks)
2. I. "The success of a training programme depends on multiple factors". Discuss what kind of factors are influencing on success of a training programme (10 marks)  
 II. Explain how training is important for employees in an organization (10 marks)
3. I. How would you identify the training needs of the clerical employees in an organization? Elaborate your answer with practical examples. (10 marks)  
 II. Is resistance to change a reality among employees? As a trainer what type of training would you recommend to overcome this issue? Explain. (10 marks)
4. "Most of the Sri Lankan employees in the construction industry are not seriously concerned about their safety".  
 I. Do you agree or disagree with the above statement? Comment. (10 marks)  
 II. Suppose you are a trainer in a construction company, what type of training technique would you expect to use to overcome the above issue? Explain. (10 marks)
5. Citing suitable examples, elaborate the social and economic importance of an employee health & safety programme. (20 marks)
6. Describe the challenges faced by training and development managers in the present Sri Lankan organizational context. (20 marks)

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