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THE OPEN UNIVERSITY OF SRI LANKA  
BACHELOR OF MANAGEMENT STUDIES DEGREE PROGRAMME - LEVEL 6  
MCU 4212 – HUMAN RESOURCE TRAINING & DEVELOPMENT  
FINAL EXAMINATION – JULY 2014



DURATION: THREE (03) HOURS

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Date: 13.07.2014

Time: 1.30p.m. – 4.30p.m.

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No of Questions: 06

No. of Pages: 01

**Instructions:**

**Answer only five (05) questions.**

01. (a) Compare and contrast the role of a Training Manager and the role of a Human Resource Manager in a commercial bank in Sri Lanka. (10 marks)
- (b) Describe the difference between “structured learning” and “unstructured learning” citing suitable examples. (10 marks)
02. (a) Describe the process of designing and conducting a training program. Relate your answer to train a group of business promotion officers in a mercantile establishment. (10 marks)
- (b) Describe six techniques that can be used for executive development. (10 marks)
03. Critically examine the emerging trends of human resource development in tourism and hospitality industry of Sri Lanka. (20 marks)
04. Define and explain **reactions, learning, behavior, and results** as they apply for evaluating the effectiveness of training. Give an example of each. (20 marks)
05. **”There are two ways to look at career development. First, the organization is fixed and management’s function is to advise employees about desirable paths to take and hurdles to avoid, or second the organization is dynamic and managers must initiate changes so as to open up career opportunities for ambitious employees.”** Comment on above justifying your position. (20 marks)
06. **“Employees are generally inflexible and uncomfortable with organizational changes”** Do you agree or disagree? As a training manager how you overcome the said issue? Explain citing suitable examples. (20 marks)

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