

THE OPEN UNIVERSITY OF SRI LANKA  
MASTER OF BUSINESS ADMINISTRATION IN HUMAN RESOURCE MANAGEMENT  
FINAL EXAMINATION-JUNE, 2017-SEMESTER- 1  
MCP 2137-HUMAN RESOURCE DEVELOPMENT  
DURATION-03 HOURS



00056

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DATE: 25<sup>th</sup> June 2017

TIME: 1.30 p.m-4.30 p.m.

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**ANSWER ANY FIVE QUESTIONS.**

**ALL ANSWERS MUST BE WRITTEN NEATLY AND FOCUSED**

01. Introducing organizational changes is often a complex and challenging process, as a result of that sometimes it fails. This may be a result of poor planning and implementation, however, it can also be caused by resistance from individuals or groups for a range of reasons. What are those possible reasons for employee resistance towards change? Explain with examples. (20 Marks)
02. Undertaking a training needs analysis can be done at three levels such as, organizational, occupational and individual. Which approach do you believe would be the best for conducting a training needs analysis? Justify your position. (20 Marks)
03. Many trainers still use the "Blooms taxonomy" as a bedrock foundation when constructing and planning new training programs and when developing learning /training outcomes. Compare and contrast the old and new versions of the cognitive domains of Bloom's taxonomy. (20 Marks)
04. The role played by the human resource development professionals in a global workplace is very important. What are the key elements you would include in a training program for a group of managers who are to be sent for an overseas assignment? (20 Marks)
05. "Delivering a training program to satisfy all the trainees would be a challenging task". Assume, you get to know that there will be an aggressive trainee in a future training program. What plans do you put in place to handle such a situation? (20 Marks)
06. Within the practice of coaching and mentoring there are both explicit and implicit models. Explain any two such models of coaching illustrating relevant concepts and practical examples. (20 Marks)
07. Kirkpatrick's model of training evaluation has been criticized by so many authors and practitioners. State two such strong criticisms and explain to what extent they are justifiable. (20 Marks)

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