



FINAL EXAMINATION
BACHELOR OF BUSINESS ADMINISTRATION (HONOURS) HUMAN
RESOURCE MANAGEMENT

COURSE	: TRAINING AND DEVELOPMENT
COURSE CODE	: HRM3103
DURATION	: 3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. This question paper consists of **THREE (3)** parts
: PART A (30 questions)
: PART B (30 questions)
: PART C (4 questions)
2. Answer **ALL** questions from PART A, PART B and PART C.
3. ALL answers must be hand-written.
4. Write down your Name, ID, Subject Code, and Section No in the front page of your answer sheet.
5. After you have finished, scan your answer and save it to PDF format with your Subject Code, Section No & Name and the as the file's name.
(Example of the file's name: **HRM3103 S1 Ahmad bin Albab**)
6. You must submit your assignment ONLINE through Learning Management System (LMS) (*or any other platform*) by (*the date*) before (*the time*)

DO NOT OPEN THIS QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO

This question paper consists of 12 printed pages including the front page

PART A: MULTIPLE CHOICE QUESTIONS

1. Refer to training as well as formal education, job experiences, relationship and assessment of personality, skills and ability

The above statement refers to:

- A. Definition of need analysis
 - B. Definition of development
 - C. Definition of training
 - D. Definition of learning
2. _____ provides employees with the knowledge and skills to perform more effectively.
- A. Development
 - B. Training
 - C. Learning
 - D. System
3. _____ don't have relationship with their environment.
- A. Relation systems
 - B. Closed systems
 - C. Open systems
 - D. Systematics
4. Inputs from _____ keep the system active.
- A. learning
 - B. system
 - C. knowledge
 - D. environment
- 5.
- A top priority. Changing in business environment.
 - Adoption of the new idea or behavior, technology, government regulations
 - New competitors

The above statement refers to:

- A. Align training with business strategy
- B. Advance in technology
- C. Motivation
- D. Development

6. The _____ process are parts of social learning process.
- A. cognitive
 - B. social
 - C. behaviour
 - D. motivation
7. _____ theorist- environment control learning.
- A. Behaviourist
 - B. Cognitive
 - C. Training
 - D. Process
- 8.
- New systems
 - New learning management system
 - Interactive multimedia
 - Web application
- The above statement refers to:
- A. Behaviourist
 - B. Legal issues
 - C. Advance in technology
 - D. Align training with business strategy
9. _____ a systematic method for determining what caused of performance.
- A. Cognitive
 - B. Training system
 - C. Training need system
 - D. Training need analysis
10. Performance gap equal to _____
- A. expected performance – actual performance
 - B. actual performance + expected performance
 - C. actual performance = expected performance
 - D. expected performance + actual performance

11.

- Desire to do things
 - Arise from your need and belief how to satisfy those needs
 - Direction, persistence and amount of effort expended by individual to achieve specific outcome

The above statement refers to:

- A. Motivation
- B. Environment
- C. Person analysis
- D. Identify performance

12.

Identify any work impediments/barriers (weaknesses)

The above statement refers to:

- A. Identify performance
- B. Organization analysis
- C. Operational analysis
- D. Person analysis

13.

Identify individual job performance gaps

The above statement refers to:

- A. Identify performance
- B. Organization analysis
- C. Operational analysis
- D. Person analysis

14. _____ theorist, learning is relatively permanent change in behaviour.

- A. Behaviour
- B. Cognitive
- C. Indirect
- D. Direct

15. _____ theorist, it represents change in the content, organization and storage information.

- A. Behaviour
- B. Cognitive
- C. Types of training
- D. Types of learning

16. _____, your behaviour resulted from removing something annoying or unpleasant.

- A. Negative reinforcement
- B. Positive reinforcement
- C. Punishment
- D. Organizational

17. Learning objective describe about behaviour, conditions and _____.

- A. standards
- B. cognitive
- C. theory
- D. purpose

18. _____, behaviour result in something desirable happened.

- A. Lectures
- B. Computer based training
- C. Negative reinforcement
- D. Positive reinforcement

19.

- They are not resistance to learn, but they are sometimes resistant to training
- Training relevance, value and readiness to learn
- Allowing trainee control over their learning
- Involving trainee in the process

The above statement refers to:

- A. On the job
- B. Computer-based training
- C. Experiential techniques
- D. Adult learning

20. _____ should be fun and interesting.

- A. Business games
- B. Role playing
- C. Case study
- D. Lecture

21.

Organize logically

- Start lecture with goal and how you will get there
- Connect with previous learning
- Deliver content
- Connect each component with goal
- End with review

The above statement refers to:

- A. Role playing
- B. Lecture
- C. Pre-delivery demonstration
- D. Pre-delivery development lecture

22. _____ provide some of the primary characteristics of a human tutor.

- A. Intelligent tutoring systems
- B. Program instruction
- C. Simulation
- D. Interactive multimedia

23. _____ means, examination of employees in the job to determine whether they have the required KSA to perform at the expected level.

- A. Organizational analysis
- B. Operational analysis
- C. System analysis
- D. Person analysis

24.

Utilizes Program Instruction and intelligent tutoring systems.

The above statement refers to:

- A. Virtual reality
- B. Computer base training
- C. Lecture
- D. Intelligent tutoring systems

25.

- Focus on strategies, resources, and allocation of resources.
- Total internal environment such as policies and procedures, job design and workflow process

The above statement refers to:

- A. Organizational analysis
- B. Person analysis
- C. Operational analysis
- D. Interactive multimedia

26.

Presentation style:

- Prepared
- Articulate
- Relaxed
- Friendly
- Organized

The above statement refers to:

- A. Credibility of trainee
- B. Credibility of trainer
- C. Credibility of organizer
- D. Credibility of employee

27.

Output:

- Training plan
- Instructional material
- Trainee and trainer manuals
- Facilities
- List of items & action needed

The above statement refers to:

- A. Design phase
- B. Implementation phase
- C. Development phase
- D. Evaluation phase

28. _____ one of part the outcome evaluation.

- A. Facilities
- B. Trainee reaction
- C. Trainer response
- D. Development

29. Below are trends in training, **EXCEPT**:

- A. Legal issues
- B. Advance in technology
- C. Managing talent due to changing demographic
- D. Align training with Human Resource department

30. _____ focuses on the long term, more formalized.

- A. Reactive strategy
- B. Proactive strategy
- C. Proactive term
- D. Reactive term

(TOTAL: 30 MARKS)

PART B: TRUE OR FALSE QUESTIONS

- | | | |
|----|-----------------------------------------------------------------------------------------------------------------------|--------------|
| 1 | Training is an opportunity for promotion in position. | True / False |
| 2 | Training is also part of an integrated system in human resource management. | True / False |
| 3 | Triggering event means actual organizational performance less than expected organizational performance. | True / False |
| 4 | Motivation is the desire to do things. Motivation also arises from your need and belief. | True / False |
| 5 | Each factors self-esteem, belief and environment can influence performance. | True / False |
| 6 | If Knowledge, Skills, and Attitude high, motivation high and good environment, the performance become low. | True / False |
| 7 | Learning is the temporary changes in cognition also related to behaviour. | True / False |
| 8 | In some cases, Training Need Analysis indicate employees lack of necessary knowledge, skills and attitude. | True / False |
| 9 | Reactive Training Need Analysis refer to focus current performance problem. | True / False |
| 10 | Proactive Training Need Analysis refer to focus current performance problem. | True / False |
| 11 | Personal analysis help to align training with organisation mission and strategies. | True / False |
| 12 | Organizational analysis help to identify cause of Organizational Performance Gap. | True / False |
| 13 | Purpose of organizational analysis to identify unit level performance gaps related to organizational performance gap. | True / False |
| 14 | Learning objectives describe the impact of the training will have on organizational outcomes. | True / False |
| 15 | Purpose statement is a general description of what the training is intended to accomplish. | True / False |

- | | | |
|----|-------------------------------------------------------------------------------------------------------------------------------|--------------|
| 16 | Organization of modules is a part of facilitate learning. | True / False |
| 17 | Learning style is an grouping trait that can influence the effectiveness of your design training. | True / False |
| 18 | Distracting gestures and body language is a part of presenter don'ts. | True / False |
| 19 | Demonstrations are lectures with a "show how to do" component. | True / False |
| 20 | Case studies is a part of lecture method. | True / False |
| 21 | Business games is a part of computer base training method. | True / False |
| 22 | Program instruction is the one of computer base training method. | True / False |
| 23 | Program instruction integrates of text, video, graphics, photos, animation and sound to produce complex training environment. | True / False |
| 24 | Training cost, scheduling of trainers and employee KSA are in training management systems. | True / False |
| 25 | Design phase is about process of design training. | True / False |
| 26 | Development phase its about input of the training. | True / False |
| 27 | Reasonable and efficient operating procedures is one of factor effective teams. | True / False |
| 28 | Purpose of process evaluation is to eliminate areas where training process can be improved. | True / False |
| 29 | Ice breaker is an activity at the end of training. | True / False |
| 30 | Ice breaker topic should be related with the training. | True / False |

(TOTAL: 30 MARKS)
CONFIDENTIAL

PART C: STRUCTURE
Answer ALL question

1. Describe simulation training methods (10 marks)
2. Explain **FOUR (4)** trends in training. (10 marks)
3. If you are the Human Resource officer, how would you evaluate the training. Explain the step to develop the questionnaire. (10 marks)
4. If you are organizer of the training, what kinds of criteria you should focus in designing the training? (10 marks)

(TOTAL: 40 MARKS)

END OF QUESTION PAPER