



ΠΑΜΙΒΙΑ UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCE AND EDUCATION
DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES

QUALIFICATION: BACHELOR OF HUMAN RESOURCES MANAGEMENT	
QUALIFICATION CODE: 07BHRM	LEVEL: 7
COURSE CODE: ETD 711S	COURSE NAME: INTRODUCTION TO EDUCATION, TRAINING & DEVELOPMENT
SESSION: JULY 2023	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

SECOND OPPORTUNITY QUESTION PAPER	
EXAMINER(S)	Ms. ENP KAURA
MODERATOR:	Mr. B.U.Shikongo

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Write clearly and neatly.3. Number the answers clearly.

PERMISSIBLE MATERIALS

1. Examination paper.
2. Examination script.

THIS EXAMINATION PAPER CONSISTS OF 3 PAGES (Including this front page)

QUESTION 1

Read this scenario below and answer the questions below.

HRD Administration

You are the Human Resource Development manager at a large manufacturing company in Windhoek. You have noticed that the administration of training and development in the organisation needs some improvement. Training and development records are kept manually in Gloria's office in a filing cabinet. Gloria is the Finance Manager. There is no method of planning for training and development expenses. Gloria confirmed that training and development invoices are sent to her by email for processing and payment. There are no records of the amount that has been spent on training. The training and development facilities (namely the boardroom) are not up to standard. The facility is too small to train a group of students, and the layout and shape of the room are of such a nature that presentation media is inaudible and invisible to the students.

Questions

- 1.1 When the need for an information system has been determined, the next step is to select the system to satisfy that need. The selection depends on several factors. Shed light on the factors referred to. (4)
- 1.2 Outline the rules for developing a manual filing system. (4)
- 1.3 As the Human Resource Development manager, briefly explain the steps you would follow to develop an overall training facility strategy. (7x2=14)

QUESTION 2

- 2.1 Discuss the following factors that are affecting the training of employees in Namibia. Explain how training can help in dealing with those factors. (4x6=24)
 - a) Population profile
 - b) Education levels
 - c) The supply of and demand for labour
 - d) Technological acceleration
- 2.2 Policies provide the framework within which the decision-makers are expected to operate while making decisions relating to the organisation. They are a guide to employees to achieve the objectives of the business successfully. Discuss the characteristics of a good training and development policy. (10)

2.3 Learning is a continuous, never-ending process occurring in all spheres of our lives. To understand how learning can be maximized, several factors are considered such as the learning theories. Distinguish between the following learning theories. (3x6=18)

- a) Behavioristic Learning Theory (6)
- b) Cooperative Learning Theory (6)
- c) Humanistic Learning theory (6)

2.4 You have been nominated to serve on your Training and Development strategic planning committee. You are informed that this type of planning is iterative and involves several phases. You view this as an exciting opportunity as you know the importance of such planning. Explain how you will go about developing a strategic plan for the department. Use a relevant example to support your explanation. (12)

2.5 The benefits of learning styles are that you feel more self-assured, leading to more productive learning and improved working relationships, now and in the future. This is because understanding your learning style means you know what works best for you and can adapt your education experience accordingly.

- a) Discuss the learning styles under which the general levels of learning are incorporated. (6)
 - b) Demonstrate your understanding of the four personality learning styles. (8)
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