



**EASTERN UNIVERSITY, SRI LANKA**  
**FACULTY OF COMMERCE AND MANAGEMENT**  
**THIRD YEAR SECOND SEMESTER EXAMINATION IN**  
**BUSINESS ADMINISTRATION (SPECIALIZATION IN HUMAN RESOURCE**  
**MANAGEMENT) 2005/ 2006**  
**HRM 3243 TRAINING AND DEVELOPMENT**

Answer All Questions

Time : 03 Hours

01. The Department of Human Resources Management of the Eastern University, Sri Lanka wants to evaluate the training program on Financial Management for Accountants conducted by XYZ (PVT) Ltd. You have been appointed as a consultant by Head of the department of Human Resources Management for this assignment. The Head of the department has requested you to produce a comprehensive report on evaluation of this training program.

(a) What are the two sets of issues you will consider for evaluation?

(06 marks)

(b) What are the key elements that you would focus on evaluating this training program?

(14 marks)

(Total 20 marks)

02. Despite the available variety of methods, an organization has to be cautious when selecting training methods for its use.

(a) What are the three comparisons required in choosing training methods for a program.

(06 marks)

(b) Describe any four training methods with suitable examples.

(08 marks)

(c) Identify the suitable training methods for the following cases.

(i) Market opportunities for current and potential exporters of rubber based products.

(ii) Management trainees

(iii) Craft skill development for carpenters.

(06 marks)

(Total 20 marks)

03. Albert Einstein said that he never taught his pupils. He only attempted to provide the condition in which they could learn.

- (a) Discuss the above statement under trainers and training styles. (04 marks)
- (b) What are the different roles of trainers? (06 marks)
- (c) What are the three dilemmas built into most training situations of trainer's realness under pressure. (06 marks)
- (d) Discuss the trainer's style under contemporary situations. (04 marks)

(Total 20 marks)

04. "Training is the systematic process of altering the behaviour of employees in a direction that will achieve organizational goals."

- (a) Discuss the three phases in training process. (10 marks)
- (b) Evaluate the relevance of spiral model of the training process. (10 marks)

(Total 20 marks)

05. Write short notes on the followings.

- (a) Modalities in training
- (b) Institutional climate for trainers
- (c) Action research by training
- (d) Assumptions for prevailing and alternative concepts of training.

(04 x 05 = 20 marks)