



B

KIBABII UNIVERSITY
UNIVERSITY EXAMINATION
SPECIAL/SUPPLEMENTARY EXAMINATIONS
2019/2020 ACADEMIC YEAR
THIRD YEAR FIRST SEMESTER EXAMINATION
FOR THE DEGREE
OF
BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: BBM 311

COURSE TITLE: WORKPLACE LEARNING

DATE: 05/02/2021

TIME: 2.00PM – 4.00PM

INSTRUCTIONS TO CANDIDATES

Answer question ONE and any other TWO questions

TIME: 2 HOURS

This Paper Consists of 2 Printed Pages. Please Turn Over. 

QUESTION ONE

- a) It is argued that "organizations should develop capacity for continuous change". Analyze this statement in the framework of a "learning organization". [10 marks]
- b) Tiles and Carpet Company has contracted a coach to help its employees improve performance at work place. Outline the gains the company is expected to achieve from coaching interventions. [10 marks]
- c) Experiential learning is regarded as the most appropriate method for learners in the management training. Discuss [10 marks]

QUESTION TWO

- a) Blue river limited intends to assist its newly recruited managers to establish themselves and develop their careers. Describe the types of learning programs that the firm may use to achieve this [10 marks]
- b) Discuss any five leadership issues related to the knowledge acquisition at work [10 marks]

QUESTION THREE

Discuss the merits and demerits of the academic management training approaches to the development of managers [20 marks]

QUESTION FOUR

- a) Describe the benefits that would accrue to an organization that encourages learning at the workplace [10 marks]
- b) Learning is a lifelong process. Discuss ways in which organizations are using to help employees internalize the learning with the purpose of encouraging employees achieve organizational objectives. [10 marks]

QUESTION FIVE

- a) Kaachonjo Ltd, a medium sized food processing firm has been involved in skill improvement programs for its staff. The management is interested in finding out the impact of these programs on employees' performance. explain the performance indicators that may be used to evaluate the effectiveness of the training [8marks]
- b) Briefly explain what constitutes a training need in a business organization and explain the methods that may be utilised by an organization to address the said need [12 marks]