TERBUKA

UTHM
Universiti Tun Hussein Onn Malaysia

UNIVERSITI TUN HUSSEIN ONN MALAYSIA

FINAL EXAMIMATION
SEMESTER I
SESSION 2021/2022

COURSE NAME	:	DEVELOPMENT AND DELIVERY OF TRAINING PROGRAM
COURSE CODE	:	PBD 21604
PROGRAM	:	PBD
DATE	:	JANUARY / FEBRUARY 2022
DURATION	:	3 HOURS
INSTRUCTION	:	1. ANSWER **ALL QUESTIONS** 2. THIS FINAL EXAMINATIONS IS AN **ONLINE** ASSESSMENT AND CONDUCTED VIA **CLOSED BOOK**

THIS QUESTION PAPER CONSISTS OF **THREE (3)** PRINTED PAGES

Q1   Imagine that you are a human resource officer working at Intel Corporation in Kulim Hi-Tech Park. A recent internal survey report indicates that the technical engineers have relatively low motivation, which in turn might affect job performance and satisfaction. You are required to design an in-house training course that aims to enhance motivation in workplace among technical engineers.

    (i)   Explain how you develop the training course by elaborating every step taken from beginning until the end of training course.

                             (15 marks)

    (ii)   What type of thinking is dominant in every phase you mentioned in **Q1(i)**? Justify your answer.

                             (10 marks)

Q2   Kentucky Fried Chicken (KFC) is a leading global food service retailer in 145 countries and has more than 24,000 KFC outlets worldwide. KFC believes that the success of the restaurant is achieved through the people it employs. The company always aims to recruit the best people and retain them by offering relevant training program for different positions.

    (i)   State **THREE (3)** purposes of training relevant to KFC.

                             (3 marks)

    (ii)   Referring to one of the purposes you stated in **Q2(i)**, what learning approach can be used to achieve the training purpose? Justify your answer.

                             (10 marks)

    (iii)   In general, the floor supervisor of KFC is in charge of planning and monitoring of performance during shift, counter service, food preparation, as well as restaurant safety and security. What type of training method is suitable to be applied for the supervisory training to meet his/her job requirement? Provide reasons for your suggestion and explain the concept of the suggested training method.

                             (12 marks)

Q3   There are many components involved in a training program related to ICT skills (e.g., powerpoint design, the use of Excel and Microsoft Word) acquisition, such as delivery method, teaching aids, and communication.

  (i)   Explain clearly two communication models that can be suitably practiced by trainers who teach ICT skills to school leavers.

  (8 marks)

  (ii)   Explain the differences of two categories of teaching aids and propose a teaching aids that can be used in ICT skill training for school leavers.

  (9 marks)

  (iii)   Explain the theory of communication that underpins the training program related to ICT skills acquisition. Justify how the theory is related to the said training program.

  (8 marks)

Q4   Many trainers have applied online learning through various virtual platforms during COVID-19 pandemic. One of the common online learning platforms is Google Meet where educators have to apply effective cybergogy in order to deliver the learning contents.

  (i)   What are the **TWO (2)** differences between andragogy and cybergogy?

  (4 marks)

  (ii)   You are required to propose a teaching approach and a teaching technique that can be practically applied using Google Meet application. Explain clearly the proposed teaching approach and teaching technique.

  (6 marks)

  (iii)   Explain briefly **FIVE (5)** factors that influence the selection of assessment instrument for online learning.

  (10 marks)

  (iv)   What type of assessment tool is the most appropriate to be used for teaching online courses related to technical skills such as electrical wiring and bricklaying. Justify your answer.

  (5 marks)

- END OF QUESTIONS -