KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATIONS, 2022/2023 ACADEMIC YEAR
FIRST YEAR, SECOND SEMESTER EXAMINATIONS
FOR THE DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DHR 1502-HUMAN RESOURCE DEVELOPMENT

Date:11th April 2022
Time:11.30am-1.30pm

INSTRUCTIONS TO CANDIDATES
ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS
QUESTION ONE COMPULSORY (30 MARKS)

Read the case below and Answer questions that follow;

WOMEN EMPOWERMENT AT HCL TECHNOLOGIES

The case 'Women Empowerment at HCL Technologies' describes HCL's gender diversity and inclusivity initiative that helped empower its women employees. It focuses on how the company's women empowerment programs and initiatives helped HCL create an inclusive, open, and transparent culture. There are various women leadership development programs. HCL launched ASCEND to empower women leadership in its senior management. 'Stepping Stones' focused on enabling mid-level female leaders to connect with HCL's leadership and learn from content providers such as LinkedIn and Harvard Business School. The various diversity-oriented women empowerment programs such as Women Connect, I Believe, Feminspiration, Blog Her, Women Lead, and Red Ladder that contributed toward HCL's gender diversity agenda and to its business success. Women empowerment programs helped HCL increase the number of women in senior leadership in fiscal 2020 by 30 percent from fiscal 2019. The gender diversity ratio for senior leadership also increased from 5.4 percent in fiscal 2019 to 7.5 percent in fiscal 2020. HCL was also recognized by various associations and industry forums across the globe; its awards included NASSCOM's Award for Excellence in Gender Diversity in 2019. HCL's future plans to continue its focus on diversity and women empowerment since the firm saw diversity and inclusion as a key tool to drive better risk management, strategy, and ultimately better outcomes. These notwithstanding, there are a number of challenges that were faced by HCL in attaining the stated success.

i)   Identify some of the key issues that to you stand out in the above case.   (6 Marks)
ii)   Outline what should be done by HCL Tech to ensure that the empowerment programs are not discriminative.   (6 Marks)
iii) Describe some of the critical methods adopted by HCL in training and developing its members.   (6 Marks)
iv)   List three lessons learnt from this case   (6 Marks)
v)   Highlight some of the challenges faced by HCL in empowering women.   (6 Marks)

QUESTION TWO (20 MARKS)

i)   Discuss the role of training and development in organizational growth   (6 Marks)
ii)   Using relevant illustrations, evaluate the need for Training needs analysis.   (8 Marks)
iii) Explain six Principles of learning for trainees.   (6 Marks)

QUESTION THREE (20 MARKS)

i)   Using examples, discuss the components of Talent management   (6 Marks)
ii)   Examine the consequences of lack of workforce planning in organizations.   (6 Marks)
iii) Assess the need for employee counseling in organizations.   (8 Marks)

QUESTION FOUR (20 MARKS)

i)   Critically analyze five types of mentoring in Human Resource Development.   (10 Marks)
ii)   Demonstrate with relevant examples, the qualities of an effective coach   (10 Marks)

QUESTION FIVE (20 MARKS)

i)   Discuss the importance of employee training.   (10 Marks)
ii)   Explain the need for career development.   (10 Marks)